Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Critical	High	Low	Medium	FCR Total
Workforce Services	1	8	2,108	9	2,126
	0	0	1,355	0	1,355
Customer Company Total	1	8	2,108	9	2,126
	0	0	1,355	0	1,355

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Critical	High	Low	Medium	MIR Total
Workforce Services	1	8	2,108	9	2,126
	0	2	113	1	116
Customer Company Total	1	8	2,108	9	2,126
	0	2	113	1	116

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Critical	High	Low	Medium	ATTIR Total
Workforce Services	1	8	2,108	9	2,126
	0.22	16.00	4.54	1.98	4.57
Customer Company Total	1	8	2,108	9	2,126
	0.22	16.00	4.54	1.98	4.57

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Critical	High	Low	Medium	MR Total
Workforce Services	1	8	2,108	9	2,126
	0	1	89	1	91
Customer Company Total	1	8	2,108	9	2,126
	0	1	89	1	91

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Critical	High	Low	Medium	ATTR Total
Workforce Services	1 0.22	8 16.32	2,106 4.65	9 2.78	2,124 4.69
Customer Company Total	1 0.22	8 16.32	2,106 4.65	9 2.78	2,124 4.69

Workforce Services

Detail

INC000000092781	Troy Evans	Application	None	Internet Explorer	TIR Missed: No	TIR:	0.29
Application Support - UI Web	Don Hedges	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	921.81
INC000000096247	Megan Pidduck	Application	Error	None	TIR Missed: Yes	TIR:	3224.51
Application Support - UI Web	Don Hedges	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	885.35
INC000000096763	Jody McMillan	Application	Error	None	TIR Missed: Yes	TIR:	3218.23
Application Support - UI Web	Don Hedges	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	879.07
INC000000267878	Lonna G Wight	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	1074.59
INC000000276336	Mary Hualde	Application	Reporting	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.59
INC000000302255	Marge Rajski	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	689.70
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	689.70
INC000000305952	Josh Gregersen	Application	Password	None	TIR Missed: Yes	TIR:	652.79
Application Support - Data Warehou	Shana Shirts	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	652.79
INC000000308192	Mary Roybal	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	137.89
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	137.90
INC000000320533	Barbara R Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	527.99
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	527.99
INC000000328067	Malida Stram	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.85
Application Support - APEX	Janis Race-Bigelow	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	315.26
INC000000336238	Julie Beagley	PC/Laptop	None	None	TIR Missed: Yes	TIR:	33.82
Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	33.82
INC000000341921	Larry Hillman	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.35
INC000000342457	Tricia Longest	Telecom	IP	Telephone	TIR Missed: No	TIR:	0.47
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.35
INC000000343780	Michael Fawks	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000346796	Kathryn Causey	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.54
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000347719	Mirela Mackovic	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.67
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	218.12

Workforce Services

INC000000348611	Brent Wintch	Network	Performance	None			TIR Missed: No	TIR:	0.00
	Network Operations	J. L. Flack	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.41
INC000000349163	Suellen Michel	Telecom	Call/Receive	Telephone			TIR Missed: No	TIR:	0.17
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	7.77
INC000000350047	Debra Warrington	Telecom	Call/Receive	Telephone			TIR Missed: No	TIR:	0.34
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.92
INC000000350870	Steven Coray	PC/Laptop	Performance	Microsoft Windows XP Professi			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.21
INC000000351628	Happi Hansen	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000352325	Sherri Kirk	Application	Error	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.94
INC000000352824	Jay Hafen	Application	Error	Microsoft Windows 7			TIR Missed: No	TIR:	0.22
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	7.35
INC000000352900	Mark Evans	Telecom	Call Management	Telephone			TIR Missed: No	TIR:	0.65
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.03
INC000000352959	Fran Cannard	Telecom	Call Management	Telephone			TIR Missed: No	TIR:	0.23
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.27
INC000000353570	Lisa Henrie	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	2.39
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.62
INC000000353613	Michele White-Milgate	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.38
INC000000353658	Tonia Jones	Wireless Connectivity	Performance	None			TIR Missed: No	TIR:	0.12
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000353851	Lisa Roman	Telecom	CrossTalk/Noise/Static	Telephone			TIR Missed: No	TIR:	0.50
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000353931	Lynn Thomas	Telecom	None	None			TIR Missed: No	TIR:	0.31
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000354201	Kathy Wendel	Application	Error	Utah Works			TIR Missed: Yes	TIR:	2.44
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	51.99
INC000000354295	Tim Early	Application	Error	DWS Intranet			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.12
INC000000354351	Vicki Hiett	PC/Laptop	Virus	None			TIR Missed: Yes	TIR:	8.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	8.00

Workforce Services

Incident	Requester	Category	Type	Item	Impact	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000354835	Sheila Sconiers	Application	Reporting	None			Yes	2.63		
	Metro A Desktop Support	Mike Wilde	Workforce Services		Low	Closed	No	2.63		
INC000000354916	Deann Iverson	Application	Error	None			No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	No			
INC000000354919	Kelley R Meredith	Application	Error	None			No	0.13		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	No	1.79		
INC000000354938	Kathleen Leiker	Application	Error	None			Yes	5.47		
	Application Support - Data Warehoi	Trent Ady	Workforce Services		Low	Closed	Yes	6.22		
INC000000355002	Faye Hubbard	Application	Error	None			No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	No			
INC000000355032	Karen Ellsworth	Application	Error	None			No	0.00		
	Capitol Hosting	Doug Law	Workforce Services		Low	Closed	No			
INC000000355034	Jenine Wood	Print/Copy/Scan/Fax	Incident	None			No	0.85		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	No	0.86		
INC000000355039	Jenine Wood	Wireless Connectivity	Error	None			No	0.82		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	No	0.89		
INC000000355042	Tracy Barrera	Application	Error	None			No	0.00		
	Capitol Hosting	Doug Law	Workforce Services		Low	Closed	No			
INC000000355049	Yalonda House	Application	Error	None			No	0.00		
	Capitol Hosting	Doug Law	Workforce Services		Low	Closed	No			
INC000000355060	Sherra Lynn Westover	Application	Error	None			No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	No	0.05		
INC000000355065	Katherine Abel	PC/Laptop	Hardware	None			No	0.00		
	Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Closed	Yes	6.17		
INC000000355073	Justin Williams	Application	Error	None			No	0.00		
	Capitol Hosting	Doug Law	Workforce Services		Low	Closed	No			
INC000000355387	Julie Beagley	PC/Laptop	Hardware	None			No	0.00		
	Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Closed	No	1.60		
INC000000355731	Janina Von Hartmann	PC/Laptop	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	No	0.10		
INC000000355741	Becky Miller	Application	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	No	0.26		
INC000000355757	Vicki Fenton	Network	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	No	0.09		

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Workforce Services

Incident	Name	Category	Type	System		Status	TIR Missed	TIR
INC000000355780	Nicole King	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.08
INC000000355802	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355808	Sheila Sarten	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR: 0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.56
INC000000355815	Jonathan Mathews	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355817	Lora Wirthlin	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355819	Amy Barnes	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355831	Kent Naisbitt	Application	Error	Microsoft Excel			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Medium		Closed	TTR Missed: No	TTR: 0.56
INC000000355831	Kent Naisbitt	Application	Error	Microsoft Excel			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Medium		Closed	TTR Missed: No	TTR: 0.56
INC000000355838	Victoria Solares	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low		Closed	TTR Missed: No	TTR: 2.41
INC000000355842	Carlina Cubias-Garcia	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355848	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.02
INC000000355860	Stephen Maas	PC/Laptop	Error	None			TIR Missed: No	TIR: 0.16
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: No	TTR: 2.41
INC000000355866	Dennie Tsuya	Server	Error	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:
INC000000355872	Daisha Montgomery	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355875	Evelyn Brower	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000355877	Stacy Eastman	Network	Error	None			TIR Missed: No	TIR: 0.00
	Network Operations	Dave Bodily	Workforce Services	Low		Closed	TTR Missed: Yes	TTR: 7.19
INC000000355889	Beckie Turner	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000355894	Ryan Reeder	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000355930	Samuel Hendricksen	Application	Error	Utah Works	TIR Missed: Yes	TIR:	46.18
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	46.18
INC000000355942	Lynnette McKee	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000355960	Elizabeth Fitzpatrick	None	None	None	TIR Missed: Yes	TIR:	9.38
Application Support - APEX	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	11.72
INC000000355970	Zana Jokic	Application	Reporting	Kofax ImageControls	TIR Missed: No	TIR:	0.30
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000355976	Tyler Montgomery	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000355979	Mary Ann Lawson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000355980	Holly Tanner	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR:	0.11
Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.14
INC000000355983	Scott Steele	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000355986	Paula Rigby	None	None	None	TIR Missed: No	TIR:	0.09
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.41
INC000000356007	Sheila Sarten	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000356012	Leslie Johnston	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.16
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000356035	Patrice West	Application	Error	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.10
INC000000356070	Rene Meza	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000356074	Shawna Werner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.23
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000356090	Matthew Forsyth	None	None	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000356127	Cindy Bertagnolli	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83

Workforce Services

Incident	Name	Type	Category	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000356148	Darrin Nielsen	Application	Error	None	No	0.00		
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		No	5.10
INC000000356163	Cynthia Barlow	PC/Laptop	Error	Novell Client for 32-bit Windows	No	0.00		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		No	2.24
INC000000356168	Becky Miller	None	None	None	No	0.00		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		No	0.06
INC000000356183	Rebecca Williams	Application	Error	None	No	0.43		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		No	2.41
INC000000356193	Desiree Jones	Application	None	Novell GroupWise	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.19
INC000000356207	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		No	0.04
INC000000356209	Marie Higgins	Telecom	Call/Receive	None	No	0.27		
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		No	0.50
INC000000356215	Cindy Bertagnolli	Print/Copy/Scan/Fax	Incident	None	No	0.06		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		No	0.06
INC000000356234	Bart Benson	Network	None	None	No	0.07		
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed		No	1.15
INC000000356235	Julia Story	Application	Error	Utah Electronic Resource and E	Yes	1.45		
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		No	1.45
INC000000356240	Debbie Lyberger	Wireless Connectivity	Performance	None	No	0.13		
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		No	1.34
INC000000356249	Molly Wengreen	Application	Error	Utah Works	Yes	1.34		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		No	1.34
INC000000356280	Ann Durrant	None	None	None	No	0.11		
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed		No	0.22
INC000000356290	Leisha Brown	Application	Error	Utah Works	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.00
INC000000356317	Kimber Burks	Application	Error	Utah Works	No	0.47		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		No	0.47
INC000000356320	Kathy Jensen	Network	Password	Novell Client for 32-bit Windows	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.00
INC000000356329	Rebecca D Anderson	Print/Copy/Scan/Fax	Incident	None	No	0.18		
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed		Yes	7.66

Workforce Services

INC000000356336	Lynnette McKee	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.56

INC000000356360	Janice Bitsoie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13

INC000000356369	Sarah Tolbert	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64

INC000000356393	Ryan Budge	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.25

INC000000356398	Kathy Jensen	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356433	Karen Pearce	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR:	0.29
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19

INC000000356448	Jennifer Meyer-Smart	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.69

INC000000356460	Dorothy Williams	Application	Error	Utah Works	TIR Missed: No	TIR:	0.33
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33

INC000000356465	Abrial Marroquin	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.65

INC000000356474	Peggy Barton	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356487	Melissa Presley	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356502	Jennifer Cunningham	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356523	Delana White	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356527	Carmen Bowles	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35

INC000000356528	Richard Bischoff	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356531	Kathryn Neibert	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000356535	Andrea Carroll	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Name	Category	Type	Item			TIR Missed	TIR
INC000000356539	Lyle Ward	Storage	Mainframe	None			No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000356556	Kimmi Lam	Application	Error	None			No	0.66
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.01
INC000000356558	Dyann Smoot	Application	Error	Utah Works			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.27
INC000000356567	Mary Gehman-Smith	PC/Laptop	Password	Microsoft Windows XP Professio			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.83
INC000000356577	Veronica Comandone	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.26
INC000000356580	Rod Barlow	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.24
INC000000356584	Al Yardley	Application	Error	Internet Explorer			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.22
INC000000356585	Juliana Smith	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.19
INC000000356586	Tim Olson	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.17
INC000000356591	Son Chau	Application	Error	Novell iPrint			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.15
INC000000356592	Shaylyn Christensen	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.13
INC000000356593	Shaylyn Christensen	Network	Password	Novell ConsoleOne			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.10
INC000000356596	Michelle W Christensen	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.08
INC000000356598	Simone Ongoongotau	Application	Error	Cisco AnyConnect VPN Client			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.07
INC000000356612	Joann Wetzel	Application	Error	Employee Gateway			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000356619	Jane Burt	Network	Performance	None			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.95
INC000000356624	Weston Miller	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

Workforce Services

INC000000356625	Weston Miller	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356626	Weston Miller	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356627	Weston Miller	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356629	Weston Miller	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356630	Michelle Deprizio	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356634	Chris Williams	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356641	Lisa Henrie	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.45
INC000000356650	Heidi Torres	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000356655	Valerie Argyle	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356660	Bill Montague	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000356669	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356678	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356680	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356683	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356685	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356688	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000356689	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC	Name	Type	Category	Item			TIR Missed	TIR
INC000000356739	Ashley Baker	PC/Laptop	Error	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000356744	Carrie Tenifa	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.92
INC000000356761	Anna Dart	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.23
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.34
INC000000356764	Doris Adams	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.89
INC000000356772	Lindsey Johnson	PC/Laptop	Password	Microsoft Windows XP Professic			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.11
INC000000356778	Diane Zylks	Network	Password	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.12
INC000000356783	Lindsey Johnson	PC/Laptop	Performance	None			TIR Missed: Yes	TIR: 1.71
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.71
INC000000356784	Laurel Morris	Server	None	None			TIR Missed: Yes	TIR: 2.60
	Application Development	Steve Stalter	Workforce Services	Low	Closed		TTR Missed: No	TTR: 2.60
INC000000356805	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.01
INC000000356806	Jody Sillitoe	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000356840	Lanelle Windley	None	None	None			TIR Missed: No	TIR: 0.06
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		TTR Missed: No	TTR: 4.98
INC000000356862	Deb Coffey	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.04
INC000000356872	Karen Gardner	Application	Error	Content Manager			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.43
INC000000356874	Jim Jensen	Application	None	None			TIR Missed: No	TIR: 0.64
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.45
INC000000356886	Meagan Wilson	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR: 2.89
INC000000356913	Lillie Coleman	PC/Laptop	None	Microsoft Windows XP Professic			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR: 2.68
INC000000356929	Shauna Scott-Bellaccomo	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

Workforce Services

INC000000356952	Vickie Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.12
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000356974	Joann Wetzel	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.25
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.10
INC000000356986	Jocelyn Juber	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000356989	Dyann Smoot	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000356991	Casey Lance	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000356995	Maira Lesa	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000356996	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000356999	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357016	Susan Cottam	Application	None	None	TIR Missed: No	TIR:	0.30
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000357036	Richard Bischoff	Application	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357049	Trudy Ellis	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357058	Teresa Swensen	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357060	Nancy K Perkins	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.18
INC000000357066	Helen Hanson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357094	Katherine Thomas	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000357107	Alicia Rodgers	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357119	Dean Godfrey	Application	Password	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20

Workforce Services

| INC000000357122 | Sylvia Pineda | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357129 | Darren Rogers | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.60 |
| | Application Services | Tony Larsen | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 26.61 |

| INC000000357132 | Cindy Adams | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357135 | Jamie Escobia | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.58 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.58 |

| INC000000357143 | Laureen Royle | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357158 | Cindy Bertagnolli | Application | Error | Microsoft Excel | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357160 | Rachelle Rypien-Walker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357186 | Siska Dastrup | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.63 |

| INC000000357211 | June Conn-Solomon | Network | Incident | None | TIR Missed: Yes | TIR: | 6.47 |
| | Application Support - Single Signon | Chad Thompson | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.47 |

| INC000000357236 | Jennifer Doxey | Application | Error | None | TIR Missed: No | TIR: | 0.13 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000357237 | Roman Rubalcava | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357240 | Connie E Tarver | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357243 | Kristin Hayward | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.09 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000357254 | Shauna Vigil | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 9.66 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 9.66 |

| INC000000357268 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000357282 | Becki Bryce | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000357303 | Mandy Petersen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000357352	Mary Zorn	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.05
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000357353	Mitch Romo	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000357369	Kimberly Reyburn	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357394	Patricia Oneil-Smith	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357402	Stacey Joos	Mobile Devices	Error	BlackBerry Enterprise Server	TIR Missed: Yes	TIR:	2.77
Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.82
INC000000357417	Trish West	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000357418	Susan Taggart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357432	Angela Madsen	None	None	None	TIR Missed: No	TIR:	0.20
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000357438	Elizabeth Carver	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.27
INC000000357459	June Conn-Solomon	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.16
Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000357460	Mirela Krkic	Application	Reporting	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000357484	Christian Ulberg	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000357493	Denise Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000357512	Kathryn Levi	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.57
INC000000357514	Mary Gehman-Smith	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000357515	Doris Adams	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.54
INC000000357526	Gabby Calero	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.38

Workforce Services

INC000000357529	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357531	Jake Parlett	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357534	Mardee Thompson	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357535	Gary Reid	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357541	Patricia Torres	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	TTR:	1.18
INC000000357543	Randilee Spencer	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	TTR:	1.15
INC000000357549	Randi Carter	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.87
INC000000357553	Sheila Sarten	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357562	Isaac Collard	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.31
INC000000357569	Joanne Nunes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357576	Shane Young	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.76
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.78
INC000000357589	Jennifer Wright	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.64
INC000000357596	Michelle Mileski	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357597	Linda Wirtjes	Application	Error	Utah Works	TIR Missed: Yes	TIR:	37.40
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: Yes	TTR:	37.40
INC000000357621	Lori Jacobazzi	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.02
INC000000357622	Lisa Ward	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357623	Jennifer Reynolds	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000357626	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357630	Jessica Johnson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357631	Pearl Le	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59

INC000000357632	Stacy Eastman	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357638	Alan Hansen	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25

INC000000357645	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000357651	Lisa Roman	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357655	Freddie Ann Stevenson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357670	Michael Hanley	Application	Error	Utah Works	TIR Missed: Yes	TIR:	5.02
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.02

INC000000357673	Gary Reid	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357676	Elizabeth Fitzpatrick	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357678	Lea Betty	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357679	Colby Barton	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000357693	Jackie Nielson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	14.83
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	14.83

INC000000357743	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000357753	Lien Le	Application	Reporting	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000357772	Rebecca D Anderson	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000357774	Bryan Call	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357796	Pearl Le	Application	Reporting	Kofax ImageControls	TIR Missed: Yes	TIR:	2.19
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.19
INC000000357799	Karen Gardner	Network	Incident	None	TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000357800	Lonna G Wight	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000357803	Jake Parlett	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	5.19
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	14.13
INC000000357810	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000357827	Ruby Blank	Application	Reporting	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	125.50
	Application Support - EREP	David Moffitt	Workforce Services	High	Closed	TTR Missed: Yes	TTR:	125.50
INC000000357831	Gail Boyd	Network	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357835	Ruby Blank	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357848	Alfreida Haycock	Network	Performance	None	TIR Missed: No	TIR:	0.41
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000357849	Lonna G Wight	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.37
	Voice Operations	Lois Schow	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000357856	Donna Ferrozzo	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000357857	Karen Ellsworth	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.25
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000357858	Mark Sorenson	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.15
	Voice Operations	Lois Schow	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000357865	Lidya Hardy	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357871	David Chatterley	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357877	Brent Fife	Application	Error	None	TIR Missed: No	TIR:	0.16
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16

Workforce Services

INC000000357878	Kevin Goldthorpe	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357880	Karen Hess	Application	Error	Utah Works	TIR Missed: Yes	TIR:	34.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: Yes	TTR:	34.46
INC000000357882	Barbara R Peterson	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357884	Debra Warrington	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357892	Victor Layton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357897	Jackie Nielson	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.28
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.28
INC000000357907	Beckie Turner	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.29
INC000000357912	Linda Wirtjes	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.86
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR:	2.86
INC000000357923	Scott A Stephens	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.18
	Voice Operations	Kelly Johnson	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.29
INC000000357932	Sherry Bird	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357940	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357952	Scott Smith	Telecom	Feature	Telephone	TIR Missed: No	TIR:	0.09
	Voice Operations	Kelly Johnson	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.31
INC000000357958	Jimmy Smith	Application	Error	Adobe Reader	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.03
INC000000357962	Dave Herrera	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000357964	Kym Ney	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000357979	Mary Silva	Application	Error	Utah Works	TIR Missed: No	TIR:	0.57
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: No	TTR:	2.70
INC000000357990	Colleen Fitzgerald	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.11

Workforce Services

| INC000000358002 | Debra Slotboom | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000358004 | Jacki Andrew | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.06 |

| INC000000358012 | Jennifer Reynolds | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.70 |

| INC000000358020 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000358031 | Tricia Cox | None | None | None | TIR Missed: No | TIR: 0.15 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.67 |

| INC000000358039 | Cecilia Shimanek | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.46 |

| INC000000358041 | Luis Gatica | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.46 |

| INC000000358054 | Laurie Johnson | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000358069 | Mitch Romo | Application | Error | Finance Data Warehouse | TIR Missed: No | TIR: 0.10 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.35 |

| INC000000358084 | Veronica Wian | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000358088 | Lyle Ward | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.12 |

| INC000000358092 | Neil Rollins | Application | Error | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.30 |

| INC000000358096 | Carol Jennings | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000358099 | Darren Rogers | Application | Error | None | TIR Missed: No | TIR: 0.08 |
| | Application Support - Web Dev | Dave Clark | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.32 |

| INC000000358102 | Rebecca Weston | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000358104 | David Whiteside | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000358108 | Gary Reid | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

Workforce Services

INC000000358109	Sandy Flores	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358127	Danette Groesbeck	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358129	Kim Raddon	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358133	Jaimie Druk	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.86
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000358135	Gachi Guet	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000358139	Teresa Gonzales	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358144	Cindy Bertagnolli	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358146	Carolyn Rowland	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358147	Jenny Sweetland	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358152	Ryan Betts	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358161	Randilee Spencer	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358162	Jenny Hansen	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358169	Brooke Coster	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000358172	Colby Hargis	Application	Error	Utah Works		TIR Missed: No	TIR:	0.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000358183	Barbara McElhinney	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000358198	Kevin O Olsen	Application	None	None		TIR Missed: No	TIR:	0.19
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000358200	Jennifer Wright	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:

Workforce Services

INC000000358201	Michelle Phillips	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358205	Annette Schvaneveldt	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358208	Stacy Neal	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000358209	Lisa Ward	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358211	Dimang Chao	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000358212	Lori Montague	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358214	Juliana Smith	Application	Reporting	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000358215	Danette Groesbeck	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358218	Michelle W Christensen	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000358221	Abrial Marroquin	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358225	Blake Bingham	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000358227	Juliana Smith	Telecom	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000358232	Tim Olson	Telecom	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000358233	Jamie Escobia	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000358240	Debbie Olsen	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.29
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000358241	Laura Carter	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358243	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000358245	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000358248	Terresa L Graham	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358252	Michelle Mileski	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358255	Theresa Tann	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358257	Kevin Goldthorpe	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358261	Jeffrey Geertsen	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.43
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.43
INC000000358263	Juliana Smith	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.09
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000358264	Lori Calvert	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358265	Brenda Gallegos	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000358267	Kym Ney	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358268	Evelyn Brower	Network	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.58
INC000000358273	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000358282	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000358283	Debra Zavala	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358286	Trish West	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358287	Tracy Schroeder	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000358294	Michelle Phillips	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.27
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.27

Workforce Services

INC000000358299	Anna Bettis	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358307	Marge Rajski	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358310	Jayme Schlangen	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358311	Randilee Spencer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.16
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000358313	David Whiteside	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358314	Gaylinn Frandsen	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358324	Lane Anderson	Application	Error	Content Manager	TIR Missed: No	TIR:	0.36
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000358339	Scott Johnson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000358388	Vickie Olsen	None	None	None	TIR Missed: No	TIR:	0.21
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000358389	Sarah Pullman	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358390	Iris Pruneda	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358391	Darwin Kocherans	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358392	Jana Nell	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358393	Laura Carter	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358394	Shane Farr	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.69
INC000000358395	Wendy M Hughes	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000358396	Jocelyn Griffin	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:

Workforce Services

INC000000358397	Stanley Russell	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358399	Tammy M Cole	Application	Reporting	Kofax ImageControls		TIR Missed:	No	TIR:	0.10
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000358401	Marge Rajski	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358402	Cindy Bertagnolli	None	None	None		TIR Missed:	No	TIR:	0.09
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000358406	Jennifer Owens	None	None	None		TIR Missed:	No	TIR:	0.17
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000358412	Becky Thacker	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.16
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000358434	Loggins Merrill	Application	Error	DWS Intranet		TIR Missed:	No	TIR:	0.90
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000358449	Wendy M Hughes	Application	Reporting	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358452	Dixie Baughman	PC/Laptop	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.83
INC000000358469	Jan Chumbley-Gardner	Application	Reporting	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358474	Terrie Bouck	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000358475	Joanne Nunes	Application	Reporting	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000358479	Sandy Flores	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000358484	Kathy Guymon	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000358501	Malida Stram	PC/Laptop	Performance	None		TIR Missed:	Yes	TIR:	19.76
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	46.83
INC000000358503	Mike Rice	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.82
INC000000358528	Randilee Spencer	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.29

Workforce Services

INC000000358529	Karen Shepherd	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000358542	Wendy Rosenthal	Application	Error	Utah Works		TIR Missed: No	TIR:	0.13
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000358543	DeeDee Fleming	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.94
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.94
INC000000358554	Kathryn Neibert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000358583	Patricia Rose	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000358630	Lori Montague	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.70
INC000000358632	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358635	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358637	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358638	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358639	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358641	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358642	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358644	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358646	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358647	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358649	Becky Chambers	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000358679	Mary Ann Keefer	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358684	Leslie Henderson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358687	Teresa Meyer	Application	Error	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.89
INC000000358695	Liz Lobato	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358752	Lien Le	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.61
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000358755	Junie Anderson	PC/Laptop	None	None	TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.98
INC000000358758	Stephen Nebeker	Application	Reporting	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358769	Soma Timsina	PC/Laptop	None	None	TIR Missed: No	TIR:	0.70
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000358771	Kathryn Neibert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358773	Siupeli Vainuku	Application	Password	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000358780	Lien Le	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000358783	Mark Allen Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358788	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358789	Kathryn Neibert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358793	Maynee Vongphamany	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000358795	Bradley Stone	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.14
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000358800	Heather M Williams	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06

Workforce Services

INC000000358807	Yvonne Krause	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000358809	Jenny Hansen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000358811	Steven Coray	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000358826	Brooke Coster	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000358839	Elizabeth Fitzpatrick	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358843	Sherry Bird	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358844	Jennifer Lee Nelson	Network	None	None		TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.33
INC000000358854	Alfreida Haycock	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000358863	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	13.40
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	13.40
INC000000358876	Kathy Martinez	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358883	Bruce Lamb	None	None	None		TIR Missed: No	TIR:	0.17
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000358892	Samantha Moseley	Application	None	None		TIR Missed: No	TIR:	0.33
Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.53
INC000000358895	Betty Ward	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358898	Crystal Neil	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358900	Cindy Bertagnolli	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358902	Deeann Marroquin	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000358904	Shelly Riggs	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No		TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	

Workforce Services

INC000000358905	Elizabeth Fitzpatrick	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358908	Shawn Mansell	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358910	Kevin Goldthorpe	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358913	Linda Neff	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358914	Theresa Tann	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358919	Robin Parker	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358920	Dale Hutchings	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358929	Melanie Merrill	Application	Error	Utah Works	TIR Missed: No	TIR:	0.22
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000358958	Denise Pierson	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358973	Rich Mackay	None	None	None	TIR Missed: No	TIR:	0.92
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000358975	Connie E Tarver	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358984	Danielle Deming	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358985	Lori Montague	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000358987	Jolie Bevers	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358997	Jacqueline Parker	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000358998	Elaine Montoya	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000359001	Christine Mayne	Application	Error	Utah Works	TIR Missed: Yes	TIR:	15.22
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	15.22

Workforce Services

INC000000359011	Maynee Vongphamany	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.51
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.58
INC000000359012	Stefanie Batson	Application	Error	None		TIR Missed: No	TIR:	0.19
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.09
INC000000359020	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359022	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000359029	Sarka Dever	Application	Reporting	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359048	Jackie Nielson	Network	Error	None		TIR Missed: No	TIR:	0.00
Network Operations	Jack Bridwell	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.46
INC000000359070	Heather Kelsey	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.82
INC000000359073	Jayme Schlangen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.80
INC000000359077	Lanelle Windley	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.60
INC000000359087	Chris Banks	None	None	None		TIR Missed: Yes	TIR:	102.30
Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	102.30
INC000000359091	Sheila Sarten	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.98
INC000000359100	Marilyn Wallis	Application	Error	Utah Works		TIR Missed: Yes	TIR:	31.51
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	31.51
INC000000359103	Amy Bethel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359106	Gloria Bock	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.52
Voice Operations	Kelly Johnson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.52
INC000000359108	Deb Hiatt	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.08
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.79
INC000000359123	Maria Nak	Application	Error	Content Manager		TIR Missed: No	TIR:	0.06
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.29
INC000000359130	De Ette Richards	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04

Workforce Services

INC000000359135	Colleen Johnson	Application	Password	None	TIR Missed: No	TIR:	0.19
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000359136	Lela King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359139	Stephen Nebeker	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.13
INC000000359173	Brad Bonell	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.83
INC000000359175	Terrie Bouck	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000359176	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000359180	Arlene Beckstead	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359194	Gary Gibbs	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000359213	Dawna Kranendonk	Application	Password	PGP	TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000359219	Raylyn Tucker	Application	Reporting	None	TIR Missed: Yes	TIR:	1.82
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.70
INC000000359224	Alexis Rodriguez	None	None	None	TIR Missed: No	TIR:	0.90
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000359232	Lisa Butler	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000359243	Tammy M Cole	Application	Reporting	Kofax ImageControls	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000359249	Brittney Hemingway	Application	Error	Utah Works	TIR Missed: Yes	TIR:	12.42
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.42
INC000000359258	Shannon Anderson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359263	Janet Butterfield	Application	Error	DWS Capture	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359281	Brittney Hemingway	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06

Workforce Services

INC000000359283	Heidi Torres	Application	Error	DWS Web		TIR Missed: No	TIR:	0.09
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.52
INC000000359297	Shelly Riggs	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	1.74
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.74
INC000000359305	Erin Cockerham	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.82
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.38
INC000000359317	Dawna Kranendonk	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359320	Dawna Kranendonk	PC/Laptop	None	None		TIR Missed: No	TIR:	0.96
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.96
INC000000359327	Oscar Molina	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.26
INC000000359343	Alla Zilbershteyn	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359345	Eugenia Artamonova	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359350	Joel Finch	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359352	Steven Opager	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359355	Barbara Bloomfield	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359368	Laura Uitto	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359381	Cory Olson	None	None	None		TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359384	Kelly Lemons	None	None	None		TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359393	Kathy Kirby	None	None	None		TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359420	Chris Reed	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.82
INC000000359427	Robert Moyer	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.68

Workforce Services

INC000000359431	Joseph Mitchell	Application	None	None		TIR Missed: No	TIR:	0.08
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000359437	Kris Bradley	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.12
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.12
INC000000359438	Sandra Black	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000359450	Gerald Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000359473	Malida Stram	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.43
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000359493	Alan Christofferson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.22
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	10.43
INC000000359496	Anna Sargsian	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000359504	Leslie Haycock	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359537	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359556	Paul Birkbeck	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359570	Tonette Shurtz	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.04
INC000000359573	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.38
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000359581	Lisa Thomas	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.18
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000359621	Timothy Dye	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359622	Barbara Croft	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359623	Michelle W Christensen	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359624	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000359625	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000359848	Stephen Nebeker	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.53
INC000000359849	Gary Waters	None	None	None		TIR Missed: No	TIR:	0.00
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.81
INC000000359855	Anthony Knight	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.67
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.67
INC000000359859	Issa Moursal	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.66
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000359872	Daisha Montgomery	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000359877	Melissa Romero-McKean	Network	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000359878	Michelle Phillips	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.61
INC000000359878	Michelle Phillips	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.61
	Application Support - Web Dev	Chad Thompson	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.61
INC000000359883	Joann Wetzel	Network	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000359885	Clint Beebe	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.56
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000359890	Craig Guerrero	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000359895	Michael Barrett	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000359896	Stacy Eastman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000359899	Eileen Schroeder	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.05
INC000000359900	Brenda Martin	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.05
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000359903	Ivan Oakeson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23

Workforce Services

INC000000359907	Bill Eckenbrecht	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359910	Alleyn Kinney	Application	Error	DWS Intranet			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000359920	Blake Bingham	Application	Error	DWS Intranet			TIR Missed: No	TIR:	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000359947	Michelle Madrigal	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.40
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.35
INC000000359949	Sean Headden	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.04
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000359957	Brad Bonell	Network	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.36
INC000000359964	Brenda Gallegos	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359975	Dimang Chao	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359990	Grazyna Janeczko	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.17
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000359991	Connie Larsen-Frazier	Application	Error	None			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000359993	Colleen Jamison	Telecom	None	None			TIR Missed: No	TIR:	0.80
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.03
INC000000360003	Penni Dehaan	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000360008	Joseph Knudson	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.99
INC000000360017	Lincoln Hansen	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.36
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.36
INC000000360027	Gill Johns-Young	Application	Error	None			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000360031	Norene Webster	Telecom	None	None			TIR Missed: No	TIR:	0.30
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000360060	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02

Workforce Services

Incident	Caller	Category	Type	Item	TIR Missed	TIR
INC000000360062	Beckie Turner	Telecom	Voice Mail	Telephone	No	0.27
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000360066	Matthew Larson	Application	Error	Novell Messenger	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.74
INC000000360076	Gill Johns-Young	Network	Password	Novell Client for 32-bit Windows	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360119	Leslie Johnston	PC/Laptop	Error	None	No	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.31
INC000000360232	Kathleen Leiker	Telecom	None	None	No	0.36
Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.36
INC000000360233	Rachel Gehring	Telecom	Voice Mail	None	No	0.26
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000360250	Crystal Neil	Network	Error	None	No	0.58
Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.71
INC000000360270	Tracy Schroeder	Network	None	None	No	0.24
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.34
INC000000360277	Tracy Schroeder	Application	Error	DWS Web	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.71
INC000000360286	Benjamin R Patterson	Network	Password	Novell Client for 32-bit Windows	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360298	Norman Keith	None	None	None	No	0.30
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000360299	Malida Stram	Application	Error	eFIND/eSHARE	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360302	Maugasola Tua	Telecom	Voice Mail	Telephone	No	0.08
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.00
INC000000360316	Rachel Gehring	Application	Password	None	No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360329	Amy Larsen	Telecom	None	Telephone	No	0.47
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.30
INC000000360349	Dan Vaughan	None	None	None	No	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360351	Dan Hooten	None	None	None	No	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

Incident	Name	Category	Type	Item		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000360353	Mary Ann Lawson	None	None	None			No	0.00		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed				No	0.00
INC000000360355	Sarah Lu	PC/Laptop	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed				No	0.00
INC000000360356	Carin Williams	PC/Laptop	Error	None			No	0.00		
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed				No	2.45
INC000000360357	Tiffany Hagen	None	None	None			No	0.00		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed				No	0.00
INC000000360358	Devin Shipp	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed				No	0.00
INC000000360360	Lorie Davis	Telecom	Voice Mail	Telephone			No	0.24		
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed				No	0.28
INC000000360364	Becky Chambers	None	None	None			No	0.00		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed				No	0.00
INC000000360366	Lara Rudloff	None	None	None			No	0.00		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed				No	0.00
INC000000360381	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			No	0.00		
	Help Desk	James Stearns	Workforce Services	Low	Closed				No	0.00
INC000000360388	Brenda Johnson	PC/Laptop	Error	Microsoft Windows XP Professio			No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed				No	0.13
INC000000360402	Ralph Laub	Application	Error	Utah Works Web Site			No	0.48		
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed				Yes	7.14
INC000000360425	Steve Olsen	Telecom	Voice Mail	Telephone			No	0.46		
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed				No	0.64
INC000000360429	Rich Mackay	None	None	None			No	0.00		
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed				No	0.00
INC000000360437	Isaac Collard	Network	Error	None			No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed				No	0.13
INC000000360441	Clint Gray	Network	Error	None			No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed				No	0.07
INC000000360444	Lisa Ward	PC/Laptop	Hardware	None			No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed				No	0.04
INC000000360447	Janet Jolley	PC/Laptop	Hardware	None			No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed				No	0.09

Workforce Services

INC000000360450	Michelle W Christensen	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000360452	Juliana Smith	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000360455	Jackie Nielson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000360463	Gary Waters	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360465	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000360467	Dyann Smoot	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360489	Chris Boyadjian	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000360494	Stacy Neal	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000360498	Terry Hansen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000360501	Vicki Fenton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360521	Tyler Montgomery	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360526	Deb Hiatt	Application	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.68
INC000000360536	Gail Boyd	Telecom	Call Management	Telephone		TIR Missed: Yes	TIR:	8.57
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.60
INC000000360546	Gachi Guet	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.41
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.27
INC000000360570	Kirsten Martin	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.13
INC000000360573	Maryana Valles	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000360589	Lanette Best	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64

Workforce Services

| INC000000360593 | Rosemary Burdette | Application | Error | Novell Messenger | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.68 |

| INC000000360597 | Natalie Henderson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000360603 | Marie Higgins | Application | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.20 |

| INC000000360613 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360615 | Elizabeth Bailey-Durst | Network | Performance | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.93 |

| INC000000360663 | Tess Rawlinson | Application | Error | Employee Gateway | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000360682 | Judy H Gardner | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360684 | Gloria Priday | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.71 |

| INC000000360688 | Eddie Richmond | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.82 |

| INC000000360693 | Sandra Davis | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360695 | Cristy Fielding | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360699 | Bart Benson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360700 | Deborah Servis | PC/Laptop | Performance | DWS Web | TIR Missed: No | TIR: | 0.06 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.22 |

| INC000000360703 | Faye Hubbard | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360721 | Jonathan Lozon | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.27 |

| INC000000360725 | Evan Loveless | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000360731 | Joanna McNamee | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

Incident	Name	Category	Type	Item		Priority	Status	TIR Missed		TIR
INC000000360764	Sharon Peake	Print/Copy/Scan/Fax	Queue	None				TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.00
INC000000360766	Jamie Escobia	PC/Laptop	Hardware	None				TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.04
INC000000360768	Ryan Betts	PC/Laptop	Hardware	None				TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.05
INC000000360774	Carin Williams	PC/Laptop	Hardware	None				TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.00
INC000000360796	Linda Englishhone	None	None	None				TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.00
INC000000360805	Colby Hargis	Application	Password	PGP				TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.04
INC000000360838	Roseanna Bills	None	None	None				TIR Missed: Yes	TIR:	1.28
	Metro A Desktop Support	Mike Beynon	Workforce Services		Low		Closed	TTR Missed: No	TTR:	1.29
INC000000360863	Debbie Stavros	Application	Error	None				TIR Missed: Yes	TIR:	1.21
	Application Support - Content Mana	Randall Ottesen	Workforce Services		High		Closed	TTR Missed: No	TTR:	1.21
INC000000360864	Kalani Huber	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	
INC000000360866	Vickie Olsen	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	
INC000000360867	Jennifer Doxey	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	
INC000000360868	Arlene Beckstead	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.00
INC000000360872	Jana Nell	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	
INC000000360874	Jayme Schlangen	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	
INC000000360875	Susan Kirby	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	
INC000000360876	Jenny Jensen	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	0.00
INC000000360877	Debbie Westbroek	Application	Error	None				TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services		Low		Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000360879	Rebecca Weston	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360880	Rebecca Pace	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360882	Chris Boyadjian	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360883	Justin Wadman	Application	Error	None		TIR Missed: No	TIR:	0.90
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000360884	Ashley Baker	Application	Error	None		TIR Missed: No	TIR:	0.92
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.92
INC000000360885	Dusty Burchett	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360889	Vanna Chav	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360890	Jean Fisher	Application	Error	None		TIR Missed: No	TIR:	0.09
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000360892	Nicole King	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360894	Laurie Wittwer	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360895	Maugasola Tua	Telecom	None	Telephone		TIR Missed: No	TIR:	0.42
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.31
INC000000360896	Michelle Mileski	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000360899	Bill Featherstone	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360913	Matt Bulloch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000360917	Lisa Weinmuller	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000360920	J G Bronson	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.19
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000360936	Sarka Dever	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000360945	Kayleen Hansen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000360946	Josie Clark	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.16
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000360950	Cynthia McDaniel	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360967	Paula Story	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000360978	Josie Clark	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.26
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000360980	Lillie Coleman	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.26
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000360992	Stacy Neal	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360994	Tonya Burton	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000360999	Joanna McNamee	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000361005	Dusty Burchett	None	None	None	TIR Missed: No	TIR:	0.45
Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000361022	Dawna Kranendonk	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000361044	Jennifer Buonocore	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.77
INC000000361049	James Borrowman	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.18
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.32
INC000000361059	Gabriella Cubas	Application	Password	pgp	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361064	Josie Clark	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.19
Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000361081	Shontelle White	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.09
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000361085	Malida Stram	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75

Workforce Services

INC000000361091	Dorothy Williams	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000361095	Amanda Matravers	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.97
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.98
INC000000361103	Joe Salazar	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000361111	Pamela Surakhun	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361116	Kathy Lahey	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000361127	Diane Lovell	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.01
INC000000361132	Steven Coray	Application	None	State Payroll Time Entry System	TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000361137	Gabriella Cubas	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361151	Debra Shelley	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.54
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000361168	Olga Cooper	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000361195	Debbie Sheldon	Application	Error	Utah Works		TIR Missed: Yes	TIR:	9.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.99
INC000000361209	June Conn-Solomon	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361213	Olivia White	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361219	Kathryn Levi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361229	Mele Vainuku	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.18
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000361236	Tonette Shurtz	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000361238	Becky Kalaher	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70

Workforce Services

INC000000361257	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361259	Robert Birkinshaw	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000361286	Ruth Dominguez	None	None	None		TIR Missed: Yes	TIR:	4.11
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.73
INC000000361297	Anna Rodriguez	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000361299	Jayme Schlangen	Application	Error	None		TIR Missed: No	TIR:	0.25
	Application Support - EFIND	Anhkim Le	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.25
INC000000361303	Chris Loizos	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361304	Crystal Neil	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361305	Ryan Betts	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361306	Jennifer Owens	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361307	Colby Barton	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361308	Nikki Holt	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361310	Shane Ross	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361311	Gary Reid	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361312	Penney Chipp	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361314	Helen Hadad	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361320	Desiree Jones	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361322	Shauna Vigil	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000361325	Dena Nelson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361332	Malida Stram	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.55
INC000000361336	Trish West	None	None	None		TIR Missed: No	TIR:	0.26
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000361341	Lori Calvert	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361343	Meagan McDermaid	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361345	Jayme Schlangen	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361346	Penney Chipp	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361349	Jennifer Owens	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361352	Helen Hadad	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361360	Penni Dehaan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361362	Joann Wetzel	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	26.35
INC000000361374	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361387	Rachael Stewart	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.32
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000361390	Randi Carter	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.44
INC000000361393	Susan Weaver-Levet	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361445	Patrick Spencer	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000361467	Sonja Sheffer	Application	Error	None		TIR Missed: No	TIR:	0.12
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.68

Workforce Services

INC000000361468	Cindy Adams	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361477	Jennifer Buonocore	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361490	Susan Weaver-Levet	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.33
Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.82
INC000000361503	Brad V Bailey	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.47
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000361523	Jonathan Parrish	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000361534	Helen Thatcher	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.43
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000361564	Simone Ongoongotau	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000361567	Daniel Felts	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000361571	Zenaida Martinez	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000361573	Ryan Betts	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000361580	June Conn-Solomon	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361596	Shawna Gelhard	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361620	Karen Guymon	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000361624	Jaceson Maughan	Application	Error	Symantec AntiVirus	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000361640	Vanna Chav	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361642	Darren Rogers	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.45
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000361665	Bonnie Johnson	Application	None	CA SiteMinder	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000361693	Connie Tidwell	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361748	Esther Lopez	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361779	Lisa Henrie	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000361786	Sarah Lu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361801	Tami Hoffman	Application	Password	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000361808	Sarah Lu	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.15
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000361809	Judy Ward	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.27
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000361811	Mike Donegan	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361825	Anita Kramer	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361828	Alfreida Haycock	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000361839	Anna Larson	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000361849	Michelle Mileski	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000361873	Tanya Wilson	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000361874	Gerald Gappmayer	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.69
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.22
INC000000361881	Connie Smith	None	None	None	TIR Missed: No	TIR:	0.03
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000361886	Clayton Cederlof	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.90
INC000000361894	Stella L Salazar	None	None	None	TIR Missed: No	TIR:	0.45
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45

Workforce Services

INC000000361903	Ashley Johnson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361910	Janet Gale	Application	Password	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000361922	Malida Stram	Application	None	None	TIR Missed: No	TIR:	0.02
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000361947	Allyn Klingonsmith	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000361955	Lea Betty	Application	Error	Content Manager	TIR Missed: No	TIR:	0.14
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000361957	Susan Weaver-Levet	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361959	Kathy Martinez	Application	Error	Content Manager	TIR Missed: No	TIR:	0.19
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000361962	Michelle Mileski	Application	Error	Content Manager	TIR Missed: No	TIR:	0.22
Application Support - Content Mana	Randall Ottesen	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.32
INC000000361963	Abrial Marroquin	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.12
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000361964	Janet Butterfield	Application	Error	DWS Capture	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361965	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361969	Kim Wilcox	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000361972	Jill Black	Application	Error	Utah Works	TIR Missed: No	TIR:	0.33
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000361973	Sherida Hicks	Application	Error	Utah Works	TIR Missed: No	TIR:	0.24
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000361983	Lyle Ward	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361985	Chris Reed	Application	Error	Employee Gateway	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000361996	Michelle Wright	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000362002	Malida Stram	Application	Error	eFIND/eSHARE	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000362009	Luis Gatica	Application	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000362010	Kelly Spafford	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.22
INC000000362032	Jenny Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000362040	Miri Parker	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000362042	Deb Coffey	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.37
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.63
INC000000362046	Cindy Bertagnolli	Application	None	Novell GroupWise	TIR Missed:	Yes	TIR:	1.74
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.82
INC000000362055	April Galinski	Application	Error	None	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362058	Chad Elskamp	Application	Password	None	TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362059	Kim-Ngan Lam	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000362066	Chris Witney	Application	None	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000362068	Jessica Johnson	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000362077	Debra Mace	None	None	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.16
INC000000362104	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362120	Doris Adams	Application	None	Content Manager	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000362121	Perry Colette	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000362131	Joellen Robbins	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27

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INC000000362160	Jane Broadhead	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000362167	David Cote	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362171	Isabel Souza	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362187	Joe Degennaro	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362206	Ashley Baker	Application	Error	None		TIR Missed: No	TIR:	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000362220	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362222	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362223	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362224	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362225	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362231	Randilee Spencer	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000362235	Rod Barlow	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000362236	Lane Anderson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.73
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73
INC000000362252	Emily Keller	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.19
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.49
INC000000362254	Ginger Humphrey	Telecom	None	Telephone		TIR Missed: No	TIR:	0.13
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000362256	Margie Mohler	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362262	Dawna Kranendonk	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.16
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69

Workforce Services

INC000000362265	Gachi Guet	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15

INC000000362287	Debra Mace	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.16

INC000000362300	Rebecca Bell	None	None	None	TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26

INC000000362304	Tim Olson	Telecom	Hardware	Telephone	TIR Missed: No	TIR:	0.16
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35

INC000000362305	Lynn Purdin	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.38

INC000000362307	Gary C Williams	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07

INC000000362321	Andrea Sutton	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.21
Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54

INC000000362336	Bridgit Wekluk	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000362346	Katie Dietz	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65

INC000000362352	Joshua Hawkins	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.45

INC000000362368	Kim-Ngan Lam	Application	Error	Utah Works	TIR Missed: Yes	TIR:	22.16
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	22.16

INC000000362380	Janet Butterfield	Application	Error	DWS Capture	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000362384	Lesieli Maumau	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.39
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48

INC000000362410	Kristen Floyd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000362412	Trish West	None	None	None	TIR Missed: No	TIR:	0.09
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

INC000000362416	Lori Fox-Bush	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38

INC000000362427	Melanie Merrill	Application	Password	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000362437	Charles Amonett	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362438	Charles Amonett	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362439	Charles Amonett	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362449	Melanie Merrill	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.24
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000362469	Sheila Sarten	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362485	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362486	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362489	Anna Larson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000362490	Marina Martin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.87
INC000000362492	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.06
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000362494	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362495	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000362496	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000362500	Mona Guet	None	None	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000362502	Roseanna Bills	None	None	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000362504	Jo Jacobsen	None	None	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000362556	Cliftia Johnson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000362561	Nobilee Hutchinson	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362574	Lesieli Maumau	Telecom	None	Telephone		TIR Missed: No	TIR:	0.25
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000362597	Joseph Bair	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362606	Connie Green	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000362614	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362615	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362616	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362617	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362618	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362620	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362621	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362622	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362624	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362625	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362640	Heidi Lemon	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000362667	Garth Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000362672	Lonny Marchbanks	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

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Incident	Name	Category	Type	System			TIR Missed	TIR
INC000000362680	Lindsey Caffall-Davis	Application	Error	DWS Web			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.09
INC000000362681	Michael W Hansen	Telecom	Voice Mail	Telephone			No	0.22
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.47
INC000000362692	Ruby Blank	Application	Error	Internet Explorer			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000362693	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000362705	Sarka Dever	Application	None	Novell Messenger			No	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.96
INC000000362711	Tanya Wilson	Application	Error	Content Manager			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.49
INC000000362714	Rod Barlow	PC/Laptop	Hardware	None			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.13
INC000000362719	Cynthia Bedore	Application	Error	Novell Client for 32-bit Windows			No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.07
INC000000362728	Angela Murphy	Application	Password	Novell Client for 32-bit Windows			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.29
INC000000362737	Melanie Decker	Network	Error	Novell Client for 32-bit Windows			No	0.18
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.33
INC000000362759	Heather Knowlton	Application	Error	State Payroll Time Entry System			No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.43
INC000000362766	Nan Powell	Application	Error	Utah Works			No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR: 2.28
INC000000362771	Jenny Sweetland	Application	Error	DWS Web			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.11
INC000000362775	Debra Slotboom	PC/Laptop	Hardware	None			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.03
INC000000362778	Jamie Ness	PC/Laptop	Hardware	None			No	0.82
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.17
INC000000362783	Stuart Bunker	Application	Error	eFIND/eSHARE			No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.27
INC000000362791	Koral Vasquez	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

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INC000000362792	Lori Shook	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000362802	Debra Slotboom	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.09
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.79
INC000000362804	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362805	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362824	Sean Glenn	Application	Error	Utah Works		TIR Missed: Yes	TIR:	16.45
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR:	16.45
INC000000362826	Troy Lamb	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.20
INC000000362830	Leilani Palmer	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000362833	Steven Opager	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362845	Cody Brown	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000362857	Stella Lenzen	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.34
INC000000362866	Eugenia Artamonova	None	None	None		TIR Missed: No	TIR:	0.65
	Campus Networking	Charmaine Malan	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000362868	Tom Olsen	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.33
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000362871	Brent Wintch	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Network Operations	J. L. Flack	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000362880	Becky Thacker	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362881	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000362887	Stuart Bunker	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.93
INC000000362894	Sandy Flores	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12

Workforce Services

INC000000362912	Darren Rogers	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000362922	Debbie Westbroek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362923	Paul Birkbeck	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362925	Cherice Bridges	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362928	Tanya Montague	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000362940	Lucy Guerrero	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000362945	Jodi Hicks	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.49
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000362951	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362957	Leigh Page	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362958	Debra Slotboom	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000362964	Steven Coray	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000362967	Debbie Zaugg	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000362972	Phay Panh	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362974	Phay Panh	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362978	Phay Panh	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362980	Matthew Christiansen	None	None	None	TIR Missed: No	TIR:	0.96
	Campus Networking	Charmaine Malan	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.42
INC000000362986	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000362993	Sarah Smith	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	14.66
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	14.66
INC000000363006	Scott J Clark	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.88
INC000000363008	Lauren Barker	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.91
INC000000363017	Chris Witney	Application	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000363019	Deb Hiatt	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.96
INC000000363022	Debbie Serrano	Network	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000363034	Jaimie Druk	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.10
INC000000363038	Fran O'Hare	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000363040	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363043	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363044	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363047	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363048	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363049	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363050	Deb Coffey	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000363055	Seth Balls	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.96
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.96
INC000000363064	John Davenport	Telecom	Area Code	Telephone		TIR Missed:	No	TIR:	0.13
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.35

Workforce Services

INC000000363069	Karen Hess	Application	Error	Utah Works	TIR Missed: No	TIR:	0.81
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000363077	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363089	Dawn Lay	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000363091	Kathleen Leiker	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363093	Theresa Tann	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363096	Zenaida Martinez	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000363098	Edna Sanchez	Application	Error	Utah Works	TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000363104	Jennifer Cunningham	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363117	Liz Lobato	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363119	Liz Lobato	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363123	Liz Lobato	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363124	Kimberly Carter	Network	Incident	None	TIR Missed: No	TIR:	0.08
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000363153	Sandy Flores	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000363159	Paula Johns	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000363166	Tori Henson	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000363167	Jodi Hicks	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363186	Kimmi Lam	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75

Workforce Services

INC000000363189	Barbara Garcia	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.24
INC000000363192	Dyann Smoot	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000363202	Siupeli Vainuku	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.20
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000363215	Elizabeth Bailey-Durst	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.24
INC000000363218	Geoffrey Landward	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.28
INC000000363219	Katherine Thomas	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.11
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000363226	Greg Paras	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363228	Brodie Panter	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363234	Kuuipo Malungahu	Application	Password	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363265	Debbie Sparks	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363266	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363267	Verlin Christensen	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363284	Shane Otvos	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363286	Lisa Zaugg	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363288	Sally J Critchlow	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363289	Alleyn Kinney	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000363309	Sarah Smith	Application	Error	Utah Works	TIR Missed: Yes	TIR:	20.60
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	20.60

Workforce Services

INC000000363316	Agnes Lomu	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363324	Joellen Robbins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363328	Dan Vaughan	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.19
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000363334	Lesieli Maumau	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.48
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.62
INC000000363338	Karen Quackenbush	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363347	Sonya Erickson	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363350	Stacy Stenovich	Network	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363365	Brenda Duvall	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000363368	Daniel Felts	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000363369	Joshua Hawkins	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.93
INC000000363371	Rod Barlow	Network	Performance	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000363375	Jamie Escobia	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000363377	Jon Brewer	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000363380	David Anthony	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000363391	Stella Lenzen	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000363407	Cherice Bridges	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363630	Leigh Page	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13

Workforce Services

INC000000363639	Kathy Wendel	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.13
Application Support - CATS IV	Janice Folsom		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000363642	Connie Grace	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000363644	Denise Clark	Network	Error	None	TIR Missed: No	TIR:	0.00
Network Operations	Jack Bridwell		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000363648	Lori Giacoletto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363653	Joanne Austria	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000363661	Juliana Smith	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000363665	Sally J Critchlow	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley		Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000363669	Wayne Fillmore	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363670	Jan Hunt	Application	Reporting	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.04
Rural Central Desktop Support	Rod Montoya		Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.54
INC000000363677	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363679	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363680	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363681	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363686	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363688	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363689	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363693	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000363695	Shunda Pope	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	25.81
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	25.81
INC000000363702	Simone Ongoongotau	Network	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.95
INC000000363706	Gregory Whittaker	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363714	Anita Kramer	Application	Error	None	TIR Missed:	No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000363716	Karen Pearce	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.08
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000363718	Scott Teuscher	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.08
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000363730	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363731	Melanie Merrill	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	3.66
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.66
INC000000363733	Teresa Fulton	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363746	Teresa Fulton	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.44
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000363747	Lorie Davis	Network	None	None	TIR Missed:	No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000363751	Lorie Davis	None	None	None	TIR Missed:	Yes	TIR:	55.27
Billing	Sara Huff	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	93.73
INC000000363760	Evelyn Brower	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.42
INC000000363763	Anne Gilbert	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000363772	Joellen Robbins	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363778	LaDawn McPherson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363785	Marina Martin	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.13

Workforce Services

INC000000363810	Rebecca D Anderson	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363823	Jan Hunt	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000363824	Cheryl Bakker	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000363825	Stella L Salazar	Application	Error	Utah Works	TIR Missed: No	TIR:	0.19
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000363837	Laurina Schouten	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000363845	Milo Pew	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363847	Emily Pilling	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.65
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.73
INC000000363848	Debbie Garretson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000363876	Cheryl Earl	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.30
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.84
INC000000363877	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363879	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363882	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363884	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363886	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363908	Margie Mohler	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000363910	Helen Thatcher	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.41
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000363939	Melanie Merrill	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.56
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.56

Workforce Services

INC000000363943	Pamela McIntyre	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.11
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000363948	Dawna Kranendonk	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.55
INC000000363961	Estefana Gutierrez	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000363963	Rowena York	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000363967	John Paul	Telecom	Call/Receive	None	TIR Missed: No	TIR:	0.00
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000363976	Brittany Jones	None	None	None	TIR Missed: No	TIR:	0.12
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000363986	Claudio Arancibia	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.11
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000363989	Roseanna Bills	Telecom	Feature	Telephone	TIR Missed: No	TIR:	0.15
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000363993	Eric Wahlquist	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000363995	De Ette Richards	Telecom	Call Management	Telephone	TIR Missed: No	TIR:	0.19
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000364003	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.22
	Application Support - IVR	Shad Lords	Workforce Services	Critical	Closed	TTR Missed: No	TTR:	0.22
INC000000364009	Christopher Yancey	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364016	Lynette Baker	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364018	Patrice West	Application	Error	Utah Works	TIR Missed: Yes	TIR:	3.98
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.98
INC000000364022	Stacy Stenovich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364024	Dale Hutchings	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	2.75
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.71
INC000000364033	Kenneth Martinez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.57

Workforce Services

INC000000364036	Bill Eckenbrecht	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.31
Voice Operations		Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72

INC000000364051	Marina Martin	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.32

INC000000364057	David Chatterley	Application	Error	Job search for job seekers and		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000364071	Sarah Lu	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05

INC000000364078	Maria Dupaix	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.29
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.29

INC000000364111	David Blackhurst	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.07
Voice Operations		Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46

INC000000364120	Kevin Goldthorpe	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	1.54
Application Support - EREP IA		Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.96

INC000000364125	Ann Padlo	None	None	None		TIR Missed: No	TIR:	0.33
Metro A Hosting		Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33

INC000000364132	Catherine Rolling	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42

INC000000364137	Pat Paulson	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.24

INC000000364141	Richard Fairchild	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32

INC000000364142	Diane Lovell	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000364144	Mary Cavanaugh	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29

INC000000364146	Nate Talley	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23

INC000000364148	Sharon Peake	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000364150	Noah Zemke	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000364155	Kimberly Bartel	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11

Workforce Services

INC000000364164	Jana Nell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	1.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.51

INC000000364167	Tiffany Cruz	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR:	4.40
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.40

INC000000364176	Elizabeth Ross	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000364178	Leigh Page	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000364181	Holli Turner	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32

INC000000364190	Brandi Gunnell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.71
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	50.51

INC000000364192	Marion Davis	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66

INC000000364196	Rebecca Williams	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24

INC000000364203	Gill Johns-Young	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

INC000000364208	MaryJo Wright	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.11

INC000000364217	Diane Lovell	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.24

INC000000364218	Sarah Tolbert	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52

INC000000364233	Karen Pearce	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.14
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.30

INC000000364234	Cheryl Earl	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.12
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	49.75

INC000000364235	Cheryl Earl	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.10
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	49.63

INC000000364237	Kris Springer	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000364242	Milagros Santos	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.51

Workforce Services

INC000000364246	Sheryl Benton	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000364252	Julie Anderson	None	None	None		TIR Missed: No	TIR:	0.14
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000364255	Vickie Larson	Application	Password	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.38
INC000000364258	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000364259	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000364260	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000364261	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000364262	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000364273	LeeAnn Glass	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000364281	Clo Towers	None	None	None		TIR Missed: Yes	TIR:	1.22
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.56
INC000000364317	Mary Gehman-Smith	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000364320	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.68
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	48.55
INC000000364327	Debra Warrington	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.37
INC000000364337	Colby Barton	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.66
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.63
INC000000364343	Steven Jenson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.63
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.58
INC000000364365	Logan Ellsworth	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.19
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000364378	Lucy Johnson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.61
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.61

Workforce Services

INC000000364380	Andrew Deifel	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.24
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000364387	Ryan Rees	None	None	None		TIR Missed: Yes	TIR:	5.67
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.67
INC000000364407	Rebecca Farnsworth	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000364412	Dyann Smoot	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000364426	Chad Elskamp	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000364442	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000364443	Bradley Salmond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364451	Shaylyn Christensen	Application	Reporting	Microsoft Publisher		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000364452	Alexander Johnson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364456	Karen Gardner	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.83
INC000000364463	Janice Bitsoie	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	4.79
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.79
INC000000364466	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364467	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364469	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364470	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364471	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364472	Cathy Maynard	Print/Copy/Scan/Fax	Error Code	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18

Workforce Services

INC000000364473	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364475	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364476	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364477	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364486	Joann Vanos	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000364504	Valerie Martin	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364513	Kevin Goldthorpe	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.19
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000364531	Tiffany Hagen	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000364537	Denise Clark	Telecom	None	None		TIR Missed: No	TIR:	0.22
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000364538	Marilyn Wallis	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000364598	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.52
INC000000364605	Jocelyn Griffin	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.84
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000364619	Kathryn Neibert	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.27
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000364620	Vanessa Lagemann	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000364621	Ashley Davis	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000364641	Kent Naisbitt	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000364646	Jody Sillitoe	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59

Workforce Services

| INC000000364649 | Deborah Servis | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.11 |

| INC000000364651 | John Paul | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.30 |

| INC000000364654 | Jane Broadhead | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.09 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000364657 | Susan Taggart | PC/Laptop | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000364658 | Rebecca D Anderson | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.02 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

| INC000000364659 | Michelle Deprizio | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000364660 | Debra Mace | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.01 |

| INC000000364661 | Rebecca D Anderson | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.01 |

| INC000000364662 | Jeff Dart | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000364664 | Tricia Matz-Underwood | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000364665 | Lorie Davis | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000364670 | Eric Wahlquist | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.95 |

| INC000000364672 | Jennifer Domenici | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000364679 | Mark Allen Peterson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Voice Operations | Romanza Hamblin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.34 |

| INC000000364690 | Jana Nell | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.25 |

| INC000000364695 | Susan Weaver-Levet | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Network Operations | Brant Davis | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000364706 | Olga Cooper | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.54 |

Workforce Services

INC000000364713	David Allen	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000364717	Brock Stenovich	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364730	Beckie Turner	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000364731	Evan Loveless	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.08
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000364737	Steven L Rasmussen	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000364749	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364750	Stella L Salazar	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000364754	Alexia Murphy	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364755	Cherie Robison	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.08
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.90
INC000000364761	Mary Gehman-Smith	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.04
INC000000364772	Kent Njord	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364787	Debbie Stavros	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364804	Katherine Thomas	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000364813	Joan Norton	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.03
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000364816	Vanessa Washington	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.05
INC000000364824	Tonette Shurtz	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000364842	Michele White-Milgate	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.91

Workforce Services

INC000000364847	Karen Gardner	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.09
INC000000364856	Jimmy Smith	Network	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.34
INC000000364864	Penny Stevens	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000364872	Marlene Lindsey	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.10
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000364873	Verner Iglesias	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000364895	Meagan Wilson	Network	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000364903	Rachel Gehring	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.39
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000364909	Julie Anderson	None	None	None	TIR Missed: No	TIR:	0.45
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000364923	Natalie Henderson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000364936	Esther Lopez	Application	Error	DWS Web	TIR Missed: No	TIR:	0.05
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.18
INC000000364946	Tracy Barrera	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000364953	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000364975	Kelley R Meredith	Application	Error	Utah Works	TIR Missed: No	TIR:	0.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000364988	Lindsey Johnson	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000365024	Mary Lochner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.33
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000365025	Kent Naisbitt	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.38
INC000000365033	Stephanie Hardman	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000365046	Joe Salazar	Application	Error	Utah Works	TIR Missed: No	TIR: 0.23
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000365053	Troy Lamb	Application	Error	Utah Works	TIR Missed: No	TIR: 0.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.73
INC000000365058	Violet Tellez	Application	Error	DWS Web	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000365070	Fran Cannard	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.05
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000365080	Jesse Bissegger	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000365103	Shunda Pope	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 14.64
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 14.64
INC000000365133	Kathy Lahey	None	None	None	TIR Missed: No	TIR: 0.06
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.87
INC000000365135	Brooke Coster	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000365139	Piper Leon	Telecom	Call/Receive	None	TIR Missed: No	TIR: 0.76
Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.76
INC000000365140	Peggy Barton	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000365147	May Chanthapannha	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.07
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000365177	Wendy L Smith	Application	Error	DWS Web	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000365189	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000365190	Shunda Pope	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 13.12
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 13.12
INC000000365245	Mary Ann Keefer	Telecom	CrossTalk/Noise/Static	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000365268	Leslie Judd	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000365274	Tim Olson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07

Workforce Services

INC000000365280	Veronica Comandone	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000365293	Fran Cannard	Telecom	Call Management	Telephone	TIR Missed: No	TIR:	0.12
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.74
INC000000365307	Lisa D Dowling	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000365310	Vanessa Mann	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365326	Mark Allen Peterson	Application	Error	Computerized Unemployment B	TIR Missed: Yes	TIR:	2.91
Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.91
INC000000365332	Lisa A Anderson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	61.39
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	61.39
INC000000365333	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000365336	Paula Johns	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000365359	Connie Dumas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365361	Ryan Rock	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365391	Bill Goodwin	Network	None	None	TIR Missed: No	TIR:	0.24
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000365393	Leslie Judd	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000365399	Lynn Thomas	Telecom	Call Management	None	TIR Missed: No	TIR:	0.67
Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.67
INC000000365404	Paula Johns	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000365412	Mary Ann Lawson	Network	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000365478	Leigh Page	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000365485	Junie Anderson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18

Workforce Services

INC000000365486	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365496	Tammy Berrie	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000365502	Heather Loertscher	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000365509	Barbara Garcia	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365515	Joann Vanos	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365518	Sally Egbert	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000365526	Elaine Montoya	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000365535	Heidi Knopp	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000365538	Andrea Henderson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000365547	Alan Dennis	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000365550	Linda Lundberg	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000365583	Stephen Manzione	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000365591	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365594	Tene' Howell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000365595	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365598	Jamie Escobia	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000365599	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000365601	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365602	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365605	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365606	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365609	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365610	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365611	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365614	Melanie M Hales	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000365619	Norma Pech-Rousin	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.71
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.71
INC000000365629	Karen Quackenbush	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365638	David Ashby	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.08
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.15
INC000000365639	Khalid Khoshal	Application	Error	Microsoft Office			TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000365646	Sandy Flores	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000365652	Vicki Giesler	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000365654	Jesse Kremer	Network	Error	None			TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.15
INC000000365683	Tamara Anton	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000365689	Mardee Thompson	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12

Workforce Services

INC000000365700	Darren Sheffer	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.07
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000365711	Connie E Tarver	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365719	Dyanna Butterworth	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000365727	Helen Hadad	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	56.74
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	56.74
INC000000365732	Elizabeth Fitzpatrick	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365733	Lea Betty	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365734	Mark Petrie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365735	Doralie Gale	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365736	Connie Grace	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365737	Dale Hutchings	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365738	Sherry Bird	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365739	Blaine Cook	Print/Copy/Scan/Fax	Incident	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.05
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.56
INC000000365740	Lori Montague	Application	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.15
INC000000365741	Shauna Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365743	Kaylin Bang	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365744	Marge Rajski	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000365751	Cheryl Christiansen	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000365753	Kathaleen Williams	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.51
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.17
INC000000365771	Karen Pearce	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000365800	Nancy Gallegos	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000365810	Noah Zemke	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365816	Kathaleen Williams	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000365833	Theresa Chief Eagle	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000365859	Jenny Jensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000365865	Kathaleen Williams	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365871	Michael W Hansen	None	None	None		TIR Missed: No	TIR:	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.88
INC000000365881	Jeff D Rasmussen	None	None	None		TIR Missed: No	TIR:	0.17
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000365890	Cassy Hahn	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365897	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365901	Kim Auberger	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.25
INC000000365902	Debra Nordfelt	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000365904	Diane Lovell	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000365927	Joann Wetzel	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.46
INC000000365934	Heather Nordgren	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000365946	Andrew Deifel	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.04
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000365962	Valerie Seidel	PC/Laptop	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000365981	Brenda Duvall	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366000	Juan Flores Esmenjaud	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	19.08
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	19.08
INC000000366006	Tamra Tyler	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.75
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	30.45
INC000000366026	Bridgit Wekluk	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000366028	Betty J Cox	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.21
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000366029	Darcy Osborn	None	None	None		TIR Missed: No	TIR:	0.28
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000366033	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366036	Randy Simon	Application	SSL Certificate	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000366038	Shelley Long	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.27
INC000000366044	Joshua Hawkins	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000366048	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366055	Abrial Marroquin	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000366059	Natalie Henderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000366062	Jan Hunt	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000366068	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000366081	Deann Cardon	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366102	Laurina Schouten	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366107	June Conn-Solomon	None	None	None		TIR Missed: No	TIR:	0.17
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000366108	Shane Otvos	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366125	Kathy Koller	None	None	None		TIR Missed: No	TIR:	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000366130	Junie Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000366143	Kristine Larson	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000366193	Debbi Warmus	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366196	Rene Meza	Application	Error	None		TIR Missed: No	TIR:	0.26
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000366205	Katrina Evans	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366211	Kendra Wimmer	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000366221	Mary Ann Bird	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	4.61
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.61
INC000000366234	Doyle Bender	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366245	Norman Keith	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366247	Steven Opager	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366251	Todd Neff	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366264	Karen Quackenbush	None	None	None		TIR Missed: No	TIR:	0.78
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.58

Workforce Services

INC000000366270	Laurie Parkin	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.38
INC000000366278	Rebecca D Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366286	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366287	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366289	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366297	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366334	Jennifer Buonocore	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366338	Valerie Seidel	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366341	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366344	Carrie Peterson	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366349	Clay Martin	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366350	Matt Garrett	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366352	Sharla Anderson	Application	Error	DWS Web	TIR Missed: No	TIR:	0.51
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000366353	Jennifer Doxey	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.05
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000366362	Sharla Anderson	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366371	Michael Dillingham	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000366379	Dawn Nelson	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.28

Workforce Services

| INC000000366386 | Kimberly Reyburn | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000366388 | Lindsey Johnson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000366393 | Junie Anderson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.91 |

| INC000000366408 | Tilila Taulanga | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |

| INC000000366422 | Hanh Nguyen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000366450 | Cathy Maynard | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000366463 | Jaime Henriquez | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.17 |
| | Voice Operations | Romanza Hamblin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000366469 | Lillie Coleman | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.51 |

| INC000000366472 | Marlene Seedall | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.35 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.75 |

| INC000000366477 | Rene Meza | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.73 |

| INC000000366491 | Shauna Havey | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.08 |

| INC000000366494 | Tilila Taulanga | Application | None | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000366497 | Meagan Wilson | Network | Password | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.35 |

| INC000000366507 | Sev Kubota | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.13 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |

| INC000000366515 | Sarah Lu | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000366517 | Sarah Lu | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000366534 | Shelley Esplin | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Doug Thornton | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000366536	Jennifer Cunningham	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366540	Sherri Kirk	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.07
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.07
INC000000366545	Mike Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366552	Joe Edman	Application	Error	PGP		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000366557	Juliana Smith	Application	Reporting	PGP		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000366563	Juliana Smith	Application	Reporting	Microsoft Windows XP Professi(		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000366570	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000366586	Vicki J Jensen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000366597	Nancy Galt	PC/Laptop	Performance	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000366603	Carl Moore	None	None	Novell Messenger		TIR Missed: No	TIR:	0.34
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000366606	Sue Allred	Application	Error	Microsoft Office 2003 Professior		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000366630	Junie Anderson	Application	Error	Microsoft Windows XP Professi(		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000366648	Bonnie Sterrett	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.02
INC000000366652	Pam Malone	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000366656	Linda Larsen	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000366667	Barbara Garcia	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000366701	Terry Hansen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000366702	Jared Henricksen	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000366703	Janae Parker	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000366710	Dawna Blackett-Lopez	None	None	None			TIR Missed: No	TIR:	0.47
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	18.41
INC000000366744	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000366762	Kathy Kirby	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000366766	Sally J Critchlow	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000366769	Ronda Kelly	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000366774	Steven Smith	None	None	None			TIR Missed: No	TIR:	0.07
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.67
INC000000366784	Illeen Beck	None	None	None			TIR Missed: No	TIR:	0.00
	Network Operations	Kelli Okumura	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.81
INC000000366800	Terri L Garcia	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000366818	Mike Asmussen	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000366821	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000366822	Linda Hansen	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.31
INC000000366836	Lisa Thomas	Application	Error	Utah Works			TIR Missed: No	TIR:	0.67
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.67
INC000000366848	Maugasola Tua	Application	Error	Utah Electronic Resource and E			TIR Missed: Yes	TIR:	1.46
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.46
INC000000366862	Pokhui H Walters	Application	Error	Utah Electronic Resource and E			TIR Missed: Yes	TIR:	14.08
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	14.08
INC000000366905	Michelle Slaughter	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000366917	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366923	Megan Pidduck	Application	Password	DWS Capture		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.24
INC000000366924	Aliitasi Saumani	None	None	None		TIR Missed: No	TIR:	0.32
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	14.89
INC000000366935	Kimberly Bartel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366947	Katie Dietz	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000366953	Dawna Blackett-Lopez	None	None	None		TIR Missed: No	TIR:	0.30
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	14.49
INC000000366964	Jaime Kaneshiro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366967	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000366973	Nicole Kerwood	Application	Error	None		TIR Missed: No	TIR:	0.07
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000366976	Audrey M Curtis	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000366979	Elizabeth Bailey-Durst	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000366981	Summer Begaye	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000366983	Olga Cooper	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000366985	Kim Wilcox	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000366987	Kalani Huber	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000366991	Sev Kubota	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000366997	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000366999	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367001	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367003	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367004	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367005	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367009	Jane Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367027	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367032	Pamela Surakhun	Telecom	None	None			TIR Missed: No	TIR:	0.16
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.93
INC000000367035	Greg Paras	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367046	Randy Hopkins	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367053	Dallen Adams	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367054	Kimber Burks	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367059	Paul Birkbeck	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367061	Cherice Bridges	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367062	Debbie Olsen	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367063	Sheila Belnap	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367083	Misty Williams	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000367086	Clay Martin	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367088	Brock Stenovich	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367091	Cindy Adams	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367092	Helen Hanson	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367095	Lisa Webster	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367096	Michele White-Milgate	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367097	Sokhan York	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367098	Connie I Fowler	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367103	Connie I Fowler	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367104	Paul Birkbeck	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367112	Paul Fasig	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367114	Sharlene T Christensen	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367115	Phay Panh	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367119	Matt Garrett	Application	Error	Microsoft Office			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367124	Lisa A Anderson	Server	None	Content Manager			TIR Missed: No	TIR:	0.11
Metro A Hosting	Tom Carney		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000367125	Clay Martin	Application	Error	Microsoft Office			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367128	Steven Maughan	Application	Error	Microsoft Office			TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000367136	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367143	Kathy Hintze	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367151	Milo Pew	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000367153	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367176	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367194	Siska Dastrup	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367202	Gill Johns-Young	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000367212	Cory Moss	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000367458	John T Mathews	PC/Laptop	None	None		TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.90
INC000000367465	Ammi Tracy	Network	Error	None		TIR Missed: No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.91
INC000000367473	Tiffany Chojnowski	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367476	Brenda Johnson	Application	Reporting	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000367479	Jefferson Barrett	Network	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000367481	Jenny Hansen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000367490	Kathaleen Williams	Application	Error	Content Manager		TIR Missed: No	TIR:	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000367493	Laneth Hang	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.30
INC000000367496	Heather Simonson	Application	Reporting	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000367497	Gaylene Pebley	Telecom	None	None			TIR Missed: No	TIR:	0.10
	Voice Operations	Romanza Hamblin	Workforce Services	High	Closed		TTR Missed: No	TTR:	0.16
INC000000367525	Anna Bettis	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.65
INC000000367530	Mary Pannunzio	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367555	Kathryn Neibert	None	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367564	Maya Rizal	Application	Password	Active Directory			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367567	Nikki Cox	Application	Reporting	Computerized Unemployment B			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000367596	Andrea Henderson	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000367614	Lora Wirthlin	Application	Reporting	Novell Messenger			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000367619	Curt Cooper	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000367632	Casey Erickson	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.77
INC000000367636	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000367639	Vivian Brown	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.37
INC000000367643	Alan Pettersson	Network	Password	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.61
INC000000367654	Sydney Christensen	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000367661	Sydney Christensen	Application	Error	Novell ConsoleOne			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000367667	Patrice West	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000367700	Charles Owens	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000367702	Dale Hutchings	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000367704	Allen Penrod	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000367721	Sara Hudgins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000367750	Randilee Spencer	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	1.17
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.17
INC000000367752	Edna Sanchez	Application	Error	Utah Job Match		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.32
INC000000367783	Robert Goodwin	Application	Password	Active Directory		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367789	Randy Simon	PC/Laptop	None	None		TIR Missed: No	TIR:	0.26
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.01
INC000000367793	Noah Zemke	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.29
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.53
INC000000367809	Lanelle Windley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367812	Kathaleen Williams	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000367832	Clayton Toone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367833	Rachelle Rypien-Walker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367834	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367846	Karen Thomas	None	None	None		TIR Missed: No	TIR:	0.77
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.57
INC000000367889	Sonya Erickson	Application	Error	None		TIR Missed: No	TIR:	0.35
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.54
INC000000367904	Steve Olsen	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.33
INC000000367948	Jode Littlepage	Application	Password	DWS Web		TIR Missed: No	TIR:	0.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39

Workforce Services

Incident	Name	Category	Type	Item		TIR Missed	TIR
INC000000367961	Ron Hornsby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000367979	Heather Nordgren	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000368003	Trevor Earl	None	None	None		TIR Missed: Yes	TIR: 1.67
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.67
INC000000368016	Rod Jensen	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368048	Junie Anderson	PC/Laptop	None	None		TIR Missed: No	TIR: 0.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.54
INC000000368056	Paul Fasig	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368058	Kathleen Leiker	Application	Error	Microsoft Office		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368066	June Conn-Solomon	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368071	Matt Garrett	Application	Error	Microsoft Office		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368072	Andrea Henderson	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000368074	Connie Laws	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368081	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368082	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368085	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368087	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368092	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368095	Noemi Monge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09

Workforce Services

INC000000368098	Clay Martin	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368100	Steven Maughan	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368101	Linda Ward	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368103	Remy Miller	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368106	Dallin Rempp	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368110	Pat Palmieri	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368111	Valerie Seidel	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368115	Kathy Martinez	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	3.71
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.71
INC000000368148	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368158	Karen Thomas	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.15
	Billing	Sara Huff	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	45.34
INC000000368166	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368167	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368168	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368169	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368199	Andrea Henderson	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	8.21
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.25
INC000000368203	Troy Lamb	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.98
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.98
INC000000368207	Richelle Surplus	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.33
	Network Operations	Brian Chatwin	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.33

Workforce Services

INC000000368213	David Ashby	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000368232	Bret Lucas	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000368239	Heather R VanderWarf	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000368242	Valerie Seidel	None	None	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000368263	Gary Reid	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.93
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.93
INC000000368265	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368266	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368267	Kathy Randle	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368268	Melissa Presley	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368281	Wendy M Hughes	Application	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.22
INC000000368292	Leigh Page	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000368307	Frank Trivino	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368312	Randilee Spencer	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000368315	Robert Goodwin	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000368320	Tim Olson	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000368347	Janet Butterfield	Application	Error	DWS Capture	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368372	Merrill Black	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000368397	Charles Owens	None	None	None		TIR Missed:	No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.83
INC000000368400	Darren Sheffer	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR: 0.38
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.38
INC000000368406	Clyde D Hansen	Application	Reporting	Content Manager		TIR Missed:	No	TIR: 0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.05
INC000000368420	Robin Mackelprang	None	None	None		TIR Missed:	No	TIR: 0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368425	Suellen Michel	Application	Error	Content Manager		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.54
INC000000368428	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368429	Julie Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368432	Charles Owens	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368443	Juri Strong	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368455	Jeff Godfrey	Application	None	None		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368459	Alfredo Travassos Jr	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.92
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR: 7.49
INC000000368472	Leta Bailey	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368477	Celia Ferrell	None	None	None		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.56
INC000000368490	James Mitchell	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368493	Connie E Tarver	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.00
INC000000368496	Trisha Nielson	Application	Error	Novell Messenger		TIR Missed:	No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 3.02
INC000000368507	Tracie Williams	PC/Laptop	Error	None		TIR Missed:	No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR: 0.10

Workforce Services

Incident	Name	Category	Type	Item			TIR Missed	TIR	TTR Missed	TTR
INC000000368524	Milagros Santos	Application	Error	Content Manager			No	0.00	No	0.16
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved					
INC000000368553	Lois Jones	Application	Error	ZENworks for Desktops			No	0.00	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved					
INC000000368554	Kim-Ngan Lam	Application	Error	Utah Works			Yes	2.16	No	2.28
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved					
INC000000368559	Kathy Jensen	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000368562	Kristi Manseau	Application	Error	State Payroll Time Entry System			No	0.00	No	0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved					
INC000000368580	Kathy Randle	Telecom	Voice Mail	Telephone			No	0.23	No	0.28
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved					
INC000000368584	Patrice West	Application	Error	Utah Works			Yes	1.99	No	1.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved					
INC000000368593	Laura Pearson	None	None	None			No	0.00	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved					
INC000000368595	Peggy Duncan	None	None	None			No	0.00	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved					
INC000000368601	Nikki Cox	PC/Laptop	Hardware	None			No	0.00	No	0.05
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved					
INC000000368616	Laurina Schouten	Application	Error	Content Manager			No	0.00	No	0.13
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved					
INC000000368625	Chad Carter	Application	Error	State Payroll Time Entry System			No	0.00	No	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved					
INC000000368639	Jolene Bundy	None	None	None			No	0.00	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved					
INC000000368716	Kimberly Reyburn	Telecom	Dial Tone	Telephone			No	0.15	No	
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Resolved					
INC000000368716	Kimberly Reyburn	Telecom	Dial Tone	Telephone			No	0.00	No	
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Resolved					
INC000000368718	Valorie Pacheco	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000368722	Gordon Snow	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					

Workforce Services

INC000000368726	Amy Bethel	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.06
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000368748	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368749	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368751	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368753	Lani Dick	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.51
INC000000368757	Leslie Henderson	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000368760	Jane Gardner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000368836	Karen Hess	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000368837	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368844	Dave Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368852	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368858	Theresa Tann	Mobile Devices	Error	None		TIR Missed: No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000368867	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	21.18
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	21.18
INC000000368876	Rebecca Farnsworth	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000368879	Trisha Nielson	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000368884	Dan Hooten	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368893	Theresa Tann	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000368896	Kristi Manseau	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368899	Brent Newren	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368900	Brent Newren	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368901	Brent Newren	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368914	Rod Jensen	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368929	Kathy Wendel	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368931	Connie Smith	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000368948	Cecilia Shimanek	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.90
INC000000368950	Christy Cedarstrom	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.61
INC000000368996	Jim Jensen	Application	Reporting	None		TIR Missed: Yes	TIR:	1.70
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.66
INC000000369013	Veronica Comandone	Application	Password	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.98
INC000000369058	Cindy Adams	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.13
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.73
INC000000369063	Cindy Adams	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.16
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.93
INC000000369076	Jeremy Sheikh	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000369100	Mary Nay	Application	Error	Utah Works		TIR Missed: No	TIR:	0.23
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000369109	Andrea Hayes	None	None	Microsoft Word		TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000369113	Nikki Cox	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11

Workforce Services

| INC000000369122 | Nathan Dopp | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369124 | Leslie Minaya | None | None | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369132 | Shirley Hilton | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369136 | Viengsay Sundara | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369137 | Shawn Mansell | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369139 | Debbie Sheldon | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369150 | Teresa Gentry | None | None | Novell Messenger | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369155 | Michael Barrett | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369173 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369190 | Shawna Gelhard | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369193 | Michael McCluskey | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369194 | Michael McCluskey | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369201 | Dyanna Butterworth | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.12 |

| INC000000369204 | Donna Ferrozzo | Application | Password | Novell GroupWise | | TIR Missed: No | TIR: | 0.60 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.61 |

| INC000000369221 | Misty Williams | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369222 | Marylynn Prows | None | None | None | | TIR Missed: Yes | TIR: | 1.31 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.31 |

| INC000000369223 | Dyanna Butterworth | Network | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.92 |

Workforce Services

INC000000369224	Jeff Godfrey	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369228	Angel Pickett	Network	Incident	Microsoft Windows XP Profession	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369229	Leslie Minaya	Application	Error	Adobe Reader	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369249	Andrea Carroll	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369254	Rebecca Williams	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000369269	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369324	Illeen Beck	Network	Incident	None	TIR Missed: No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.71
INC000000369345	Shannon Charlson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000369356	Laneth Hang	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.71
INC000000369376	Rachael Stewart	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000369383	Jeanne Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369384	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000369386	Lillie Coleman	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.14
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000369393	Nune Phillips	Application	Error	None	TIR Missed: Yes	TIR:	3.94
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.94
INC000000369395	Greg Gardner	Application	Error	None	TIR Missed: No	TIR:	0.38
	Application Services	Danielle Hood	Workforce Services	High	Resolved	TTR Missed: No	TTR:	2.54
INC000000369398	Mark Allen Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369403	Penni Dehaan	None	None	None	TIR Missed: No	TIR:	0.75
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.35

Workforce Services

INC000000369422	Gloria Priday	PC/Laptop	None	None		TIR Missed: No	TIR:	0.09
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.06
INC000000369426	Solomon Scheidell	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000369434	Pam Malone	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000369436	Mary Ann Keefer	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369438	Kaye Stewart	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.47
INC000000369443	Jackie Christensen	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000369448	Chris Cook	Application	Password	PGP	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.24
INC000000369452	Sariah Hunt	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.24
INC000000369457	Glen Taylor	None	None	None	TIR Missed: No	TIR:	0.22
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.82
INC000000369483	Sarah Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369515	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	17.05
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	17.05
INC000000369522	Daisha Montgomery	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369526	John Bowers	Application	Error	Utah Works	TIR Missed: No	TIR:	0.26
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000369536	Nolan Warby	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369537	Gill Johns-Young	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369538	Katie Hanway	Application	Error	None	TIR Missed: No	TIR:	0.99
Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.99
INC000000369545	Jonathan Parrish	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08

Workforce Services

| INC000000369557 | Kimberly Reyburn | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000369591 | Allen Penrod | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.39 |

| INC000000369599 | Marilyn Martello | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.36 |

| INC000000369618 | Karla Aguirre | None | None | None | TIR Missed: No | TIR: | 0.08 |
| | Application Services | Danielle Hood | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 7.59 |

| INC000000369628 | Claudio Arancibia | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.47 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.37 |

| INC000000369631 | Laurel Morris | Print/Copy/Scan/Fax | Incident | None | TIR Missed: Yes | TIR: | 2.09 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.12 |

| INC000000369656 | Cathy Maynard | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000369684 | Matthew Christiansen | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.91 |

| INC000000369690 | Raylyn Tucker | Application | Password | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000369719 | Liz Lobato | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369736 | Shelly Riggs | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369738 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369739 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369741 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369742 | Dale Hutchings | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000369744 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000369745 | Linda Lundberg | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

ID	Requester	Category	Type	Item			TIR Missed		TIR
INC000000369746	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369747	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369748	Martin Palmer	Mobile Devices	Error	None			TIR Missed: No	TIR:	0.00
	Network Operations	Kelli Okumura	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.21
INC000000369749	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369750	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369752	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369753	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369757	Anna Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369763	Marge Rajski	None	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	3.58
INC000000369768	Soma Timsina	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.68
INC000000369793	Kayleen Hansen	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.44
INC000000369813	Michael Barrett	None	None	None			TIR Missed: No	TIR:	0.62
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.62
INC000000369814	Amanda Matravers	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369827	Dawna Blackett-Lopez	PC/Laptop	None	None			TIR Missed: No	TIR:	0.02
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.70
INC000000369840	Brent Newren	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369845	Gaylene Pebley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000369846	Valerie Martin	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.14

Workforce Services

INC000000369856	Nique Frasier	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000369858	Robin Herrera	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000369864	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369879	Stephen Nebeker	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000369885	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369903	Kimberly Telford	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.83
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000369913	Rachael Licciardone	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000369919	Holly Tanner	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000369924	Joseph Demma	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	3.50
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: N/A	TTR:
INC000000369924	Joseph Demma	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: N/A	TTR:
INC000000369927	Shauna Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000369940	Lance Olsen	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	2.75
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	11.40
INC000000369945	Anita Pedersen	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369959	Neil Rollins	Print/Copy/Scan/Fax	Error Code	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.20
INC000000369978	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369996	Aliitasi Saumani	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.80
INC000000369997	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Reporter	Category	Type	Item	Group	TIR Missed	TIR
INC000000370019	Dean Godfrey	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.65
INC000000370021	Shauna Vigil	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.40
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.40
INC000000370033	Liz Lobato	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370036	Liz Lobato	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370039	Alicia Rodgers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370046	Dan Nelson	None	None	None		TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370049	Kathy Kirby	None	None	None		TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370056	Amber Hadley	None	None	None		TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370067	Cindy Adams	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370073	Vanessa Lindquist	Application	Error	Utah Works		TIR Missed: Yes	TIR: 10.71
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR: 10.71
INC000000370082	Mary McConaughy	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370085	Dyann Smoot	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370087	Veronica Wian	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000370090	Angi Nielsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.05
INC000000370091	Noah Zemke	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.38
INC000000370101	Sharrif Dajany	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.10
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.98
INC000000370121	Trisha Nielson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.15

Workforce Services

INC000000370125	Leslie Judd	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000370128	Juliana Smith	Application	Reporting	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000370129	Veronica Comandone	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000370135	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370159	Michelle W Christensen	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370200	Chris Boyadjian	Application	Reporting	PGP	TIR Missed: No	TIR:	0.12
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000370204	Charles Amonett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.05
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000370216	Denice Springer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.53
INC000000370218	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	15.91
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	15.91
INC000000370226	Al Yardley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370235	Amber Trussell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000370238	Cory Pearson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000370241	Elaine Jensen	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000370248	Terry MacFarlane	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.76
INC000000370263	Toni C Ansel	Application	Error	PGP	TIR Missed: No	TIR:	0.08
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000370267	Veronica Comandone	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.38
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.38
INC000000370268	Marilyn Martello	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.44

Workforce Services

INC000000370270	Freddie Ann Stevenson	Network	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20

INC000000370283	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000370294	Diane Hunter	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000370322	Lori Jacobazzi	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.38

INC000000370329	Melauni Jensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70

INC000000370346	Cesar Salazar	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.13

INC000000370350	Edna Sanchez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11

INC000000370367	James Mitchell	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18

INC000000370368	Valerie Martin	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06

INC000000370390	David Whiteside	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000370391	Karla Aguirre	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000370402	Sharon Holmes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000370407	Helen Hadad	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000370411	LaDawn McPherson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000370415	Elaine Jensen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000370416	Matthew Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000370427	Brenda Jones	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000370429	Tammy M Cole	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000370436	Dave Laycock	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370438	Dave Laycock	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370442	Laura Carter	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000370445	Kimberly Washburn	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000370489	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000370504	Brook Mecham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370512	Shannon Manchester	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000370513	Jennifer Domenici	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000370522	Amy Barnes	Mobile Devices	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000370551	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370554	Steve Leyba	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000370564	Shauna Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000370570	Terry MacFarlane	Application	Reporting	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000370578	Gaylinn Frandsen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000370579	Janice Bitsoie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000370580	Sheila Sarten	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

Workforce Services

| INC000000370583 | Lucy Johnson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370590 | Janeal Dugmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370592 | Suellen Michel | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370602 | Melody Harkwright | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.29 |

| INC000000370604 | Summer Begaye | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370606 | Jeanne Moore | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370607 | Crystal Beck | Telecom | None | None | TIR Missed: No | TIR: | 0.82 |
| Network Operations | Dave Bodily | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.82 |

| INC000000370623 | Juliana Smith | Application | Password | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370659 | Lindsey Johnson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370687 | Mary Zorn | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370690 | Lanore Cunningham | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370692 | Emily Pilling | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370718 | Lindsey Johnson | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000370726 | Rowena York | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370742 | Carmen Bento | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.06 |

| INC000000370770 | Anna Rodriguez | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370784 | James Mitchell | Wireless Connectivity | Error | None | TIR Missed: No | TIR: | 0.69 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.38 |

Workforce Services

INC000000370802	Marta Polanco	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	1.34
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.34
INC000000370809	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370844	Leigh Page	Application	Error	DWS Web	TIR Missed:	No	TIR:	0.39
Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.39
INC000000370864	Raylyn Tucker	None	None	None	TIR Missed:	No	TIR:	0.17
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000370867	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000370873	Elizabeth Bailey-Durst	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.40
INC000000370878	Elizabeth Ross	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000370886	Randilee Spencer	None	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.57
INC000000370895	Annette Schvaneveldt	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370904	Jeanne Moore	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370906	Elizabeth Ross	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000370907	Jenny Hansen	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370909	Paula Bowen	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.05
INC000000370924	Sev Kubota	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370929	Cristina Hight	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370932	Tammy M Cole	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000370941	Debra Schlund	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.59
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.68

Workforce Services

| INC000000370944 | Debbie Sparks | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370945 | Debbie Sparks | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370957 | Linda Ward | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370959 | Tammy Berrie | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370964 | Vanessa Lagemann | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370965 | Ruby Blank | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000370968 | Amantia Kempton | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000370970 | Alexia Murphy | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000371001 | Nikki Holt | None | None | None | | TIR Missed: No | TIR: | 0.18 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000371012 | Tim Davies | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000371017 | Cindy Adams | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000371027 | Trish West | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000371037 | Linda Wallentine | Application | None | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.01 |

| INC000000371039 | Terri Waters | None | None | None | | TIR Missed: Yes | TIR: | 2.73 |
| Application Server Support Team | Doug Law | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.74 |

| INC000000371040 | Koral Vasquez | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000371041 | Rebecca Banner | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000371240 | Amber Trussell | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.78 |
| Application Support - EREP IA | Amberly Hoang | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.78 |

Workforce Services

INC000000371259	Donna Ferrozzo	Application	Error	None		TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.88

INC000000371267	Mike Asmussen	Application	Reporting	Collection Management System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

INC000000371290	Nikita Gonnuscio	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10

INC000000371299	Ted Barley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24

INC000000371314	Barbara R Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11

INC000000371340	Debbie Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000371345	Linda Wirtjes	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09

INC000000371357	Jeremy Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.36
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90

INC000000371358	Nicole Kerwood	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.43

INC000000371374	Ted Barley	Application	Password	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21

INC000000371378	Kris Springer	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.26
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26

INC000000371381	Jody Sillitoe	Application	Error	Novell ConsoleOne	TIR Missed: No	TIR:	0.24
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57

INC000000371394	Debbie Sparks	None	None	None	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000371402	Kris Springer	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000371406	Marles Oldroyd	Application	Reporting	Utah Works	TIR Missed: Yes	TIR:	2.55
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.55

INC000000371410	Kyle Preston	Application	Reporting	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.75

INC000000371413	Stacy Stenovich	Network	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13

Workforce Services

INC000000371422	Lynn Thomas	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.52
	Voice Operations	Julie Sabato	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.52
INC000000371427	Debbie Olsen	Application	Reporting	Novell Messenger		TIR Missed: No	TIR:	0.77
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.34
INC000000371428	Brent Wintch	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.78
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.78
INC000000371429	Lisa D Dowling	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000371434	Tanner Jensen	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000371445	Maynee Vongphamany	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.60
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.66
INC000000371452	Nicola Stark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000371455	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000371463	Linda Wirtjes	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371477	Nune Phillips	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.40
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000371478	Ted Barley	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000371482	Winston Inoway	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.47
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000371492	Sharon Peake	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.23
	Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000371503	Lori Montague	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.19
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000371504	Evan Loveless	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000371535	Patricia Kamai	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371547	Alan Dennis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.66

Workforce Services

INC000000371552	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371553	Nicola Stark	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	4.27
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.27
INC000000371555	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371559	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371561	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371562	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371564	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371566	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371567	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371568	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371569	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371572	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371574	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371576	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371585	Elizabeth Fitzpatrick	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.20
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000371593	Lisa D Dowling	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371597	Shannon Manchester	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33

Workforce Services

INC000000371600	Dean Godfrey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371609	Troy Lamb	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371625	Jonathan Simmons	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371634	Valerie Argyle	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.71
INC000000371639	Alan Dennis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000371647	Mark Allen Peterson	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000371671	Donna Ferrozzo	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.33
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000371687	Melinda Adams	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000371697	Donna Ferrozzo	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.56
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.83
INC000000371720	Mary Gehman-Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.70
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.87
INC000000371732	Chris Williams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371763	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371766	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371775	Sherry Bird	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000371776	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371779	Sariah Hunt	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	3.32
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.34
INC000000371799	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000371808	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000371821	Dawn Nelson	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.69
INC000000371831	Bonnie Johnson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000371834	Kathy Leeds	Application	Error	Utah Works		TIR Missed: No	TIR:	0.22
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000371836	Kathy Leeds	Application	Error	Utah Works		TIR Missed: No	TIR:	0.22
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000371842	Dawna Blackett-Lopez	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.80
INC000000371861	Gina Boren	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.32
Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000371878	Maria Torres	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.77
INC000000371888	Dorothy Williams	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.73
INC000000371907	Brent Wintch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000371908	Dawna Blackett-Lopez	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	4.03
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.03
INC000000371911	Neil Rollins	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000371930	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000371944	Stephen Nebeker	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000371957	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000371963	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000371966	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000371967	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371968	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371970	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371972	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371976	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371977	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371979	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000371988	Noemi Monge	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.19
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000372005	Michelle Mileski	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372018	Lori Montague	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.18
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.39
INC000000372019	Jane Burt	None	None	None		TIR Missed: Yes	TIR:	2.57
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.40
INC000000372035	Jane Broadhead	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000372047	Melissa Beagley	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372053	Jenine Wood	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372064	Doug Lusty	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000372069	Brittney M Woodland	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.01
INC000000372074	Melodee Williams	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.50

Workforce Services

Incident	Name	Category	Type	Item			TIR Missed	TIR
INC000000372084	Rebecca Banner	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372099	Nicola Stark	Network	Error	Internet Explorer			No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.58
INC000000372100	Alexia Murphy	None	None	None			No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.36
INC000000372106	Danielle Wilson	Application	Error	Utah Electronic Resource and E			No	0.56
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.56
INC000000372110	Tiffany Turley	Network	Error	Internet Explorer			No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.53
INC000000372137	Karla Aguirre	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372139	Greg Paras	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372144	David Chatterley	Application	Error	Utah Works			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.17
INC000000372149	Tricia Matz-Underwood	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372150	Tricia Matz-Underwood	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372154	Tricia Matz-Underwood	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372157	Nichole Pusey	None	None	None			No	0.72
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.72
INC000000372165	Debbie Torres	Print/Copy/Scan/Fax	Queue	None			No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.01
INC000000372168	Mirela Krkic	None	None	None			No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372181	Jenny Kehr	None	None	None			No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.07
INC000000372184	Sarah Lu	None	None	None			No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000372186	Lara Rudloff	None	None	None			No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00

Workforce Services

INC000000372190	Laura Uitto	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372196	Karen Ellsworth	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372200	Kim-Ngan Lam	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000372212	Bonnie L Kelsey	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000372242	Lynette Baker	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000372292	Janene Pearce	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372312	Helen Thatcher	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.73
INC000000372318	Lance Olsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372319	Lance Olsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372321	Lance Olsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372324	Lance Olsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372327	Lance Olsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372334	Stephen Nebeker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000372342	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372343	Barbara McElhinney	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372344	Jeremy Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372356	Alexander Johnson	Application	Password	None		TIR Missed: No	TIR:	0.16
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27

Workforce Services

INC000000372358	Elizabeth Fitzpatrick	Network	Performance	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000372359	Jeremy Robinson	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000372368	Lecia Langston	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.11
Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000372377	Jason Teuscher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000372393	Jason J Burton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372400	Kris Springer	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000372402	Lance Olsen	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372408	Merrill Black	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372414	Christopher Myers	Application	Password	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.97
INC000000372421	Stacy Eastman	Network	None	None	TIR Missed: No	TIR:	0.06
Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.07
INC000000372437	Melauni Jensen	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	0.09
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.04
INC000000372451	Rebecca Pittman	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.85
INC000000372461	Jerry Pruitt	PC/Laptop	None	None	TIR Missed: Yes	TIR:	1.42
Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.42
INC000000372475	Olga Cooper	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000372480	Aly Scovil	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372505	Randi Carter	None	None	None	TIR Missed: No	TIR:	0.56
Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.98
INC000000372513	Shontelle White	Application	Reporting	Computerized Unemployment B	TIR Missed: Yes	TIR:	1.77
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.77

Workforce Services

| INC000000372514 | Laura Uitto | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372516 | JaNea Lund | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.13 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000372544 | Dominka Hajnova | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372547 | Jesse Bissegger | Network | Password | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |

| INC000000372548 | Mary Gehman-Smith | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.11 |
| Metro A Desktop Support | Diane Pfeifer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.34 |

| INC000000372552 | Bonnie Anderson | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372555 | Christine Rich | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372564 | Thomas Ivory | PC/Laptop | Password | None | TIR Missed: No | TIR: | 0.66 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.81 |

| INC000000372598 | Lisa Weinmuller | Application | Reporting | None | TIR Missed: No | TIR: | 0.14 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000372614 | Ashley Nielsen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372621 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372625 | Jacqueline Parker | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.22 |

| INC000000372644 | Soma Timsina | Application | Reporting | None | TIR Missed: No | TIR: | 0.66 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.66 |

| INC000000372651 | Lisa D Dowling | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |

| INC000000372667 | Shannon Manchester | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.09 |

| INC000000372672 | Holly Egan | None | None | None | TIR Missed: Yes | TIR: | 2.20 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.98 |

| INC000000372686 | Debbie Sparks | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000372707	Valorie Pacheco	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.82
INC000000372749	Cindy Bertagnolli	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.79
INC000000372772	David Chatterley	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000372786	Lisa D Dowling	Application	Password	Utah Works		TIR Missed: No	TIR:	0.14
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000372798	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372809	Lien Le	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372842	Randilee Spencer	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000372861	Carol Goode	None	None	None		TIR Missed: Yes	TIR:	1.02
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.20
INC000000372863	Cassidy Carter	Application	Error	Utah Works		TIR Missed: No	TIR:	0.29
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000372891	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372892	Tori Henson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372896	Elleisha Knowlton	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000372918	Johnny Bedore III	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000372919	Loggins Merrill	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000372928	David Anthony	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000372933	Sydney Christensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000372936	Jan Hunt	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08

Workforce Services

| INC000000372940 | Michelle W Christensen | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.06 |

| INC000000372954 | Whitney Roberts | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.34 |

| INC000000372961 | Karen Quackenbush | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.28 |

| INC000000372962 | Lance Olsen | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372966 | Lance Olsen | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372969 | Lance Olsen | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000372972 | Lance Olsen | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000373002 | David Chatterley | Network | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.25 |

| INC000000373060 | Judy Kearns | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000373068 | Betty J Cox | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.25 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.25 |

| INC000000373070 | Milagros Santos | None | None | None | TIR Missed: No | TIR: | 0.12 |
| Application Support - Single Signon | Justin Miller | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000373076 | Michelle Mileski | Application | Reporting | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000373095 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000373100 | Lance Olsen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000373106 | Junie Anderson | None | None | None | TIR Missed: No | TIR: | 0.32 |
| Metro A Desktop Support | Kraig Ellis | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 12.97 |

| INC000000373135 | Shelley Dial | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.64 |

| INC000000373136 | Connie I Fowler | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

INC000000373139	Calvin Kenley	Application	Error	content manager		TIR Missed: No	TIR:	0.94
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.68
INC000000373157	David Chatterley	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000373160	Zenaida Martinez	Application	Error	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000373163	Timothy Dye	Application	Reporting	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000373166	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373167	David Anthony	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000373170	Leslie Judd	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000373172	Leslie Judd	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000373180	Leslie Minaya	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373182	Pat Palmieri	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373191	Rowena York	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.30
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000373201	Lisa Roman	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.03
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000373204	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373230	Deann Cardon	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373251	Lance Olsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373262	Aly Scovil	None	None	None		TIR Missed: No	TIR:	0.09
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000373294	Michelle Beebe	None	None	None		TIR Missed: No	TIR:	0.19
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.75

Workforce Services

INC000000373297	Andrea Hayes	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000373323	Jaime Kaneshiro	None	None	None	TIR Missed: Yes	TIR:	1.82
Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.82
INC000000373328	Karen Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373329	Ashley Nielsen	None	None	None	TIR Missed: No	TIR:	0.21
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000373341	Leta Bailey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373346	Lindsey Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373353	Sherry Bird	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000373357	Jenny Sweetland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373360	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373361	Lindsey Johnson	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000373373	Kim Torman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373382	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373385	Tim Davies	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.46
INC000000373389	Shontelle White	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.84
INC000000373396	Nancy K Perkins	Application	Password	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000373411	Marilyn Wallis	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373415	Ryan Hale	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.94

Workforce Services

INC000000373430	Melissa Presley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000373434	Connie Dumas	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.30
INC000000373441	Natalie Henderson	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.28
INC000000373471	Dirk Dopp	Application	Error	Utah Electronic Resource and E			TIR Missed: Yes	TIR:	1.21
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.21
INC000000373491	Sterling Marx	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.34
INC000000373492	Michelle W Christensen	Network	Password	Novell ConsoleOne			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.04
INC000000373499	Simone Ongoongotau	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.18
INC000000373595	Dennis Canning	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000373657	Annamarie Collins	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	5.64
INC000000373667	Shari Elliott	None	None	None			TIR Missed: No	TIR:	0.14
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	4.12
INC000000373688	Brittney Hemingway	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000373697	Irwin Purcell	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.28
INC000000373718	Natasha Davis	None	None	None			TIR Missed: No	TIR:	0.18
	Application Support - Single Signon	Justin Miller	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.18
INC000000373733	Cheree Buckels	Application	Error	Utah Works			TIR Missed: No	TIR:	0.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.11
INC000000373775	Weston Miller	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000373778	Weston Miller	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000373786	Sharlene T Christensen	None	None	None			TIR Missed: No	TIR:	0.83
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.83

Workforce Services

INC000000373810	Tricia Cox	Application	Password	Active Directory	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373831	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02

INC000000373886	Jeremy Robinson	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07

INC000000373933	Sandy Flores	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21

INC000000373944	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373967	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373969	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373970	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373971	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373973	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373988	Gaylene Pebley	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373989	Gaylene Pebley	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000373998	Heidi Knopp	Network	Performance	None	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000374005	Dominka Hajnova	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000374016	Dave Brown	Application	Error	Content Manager	TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36

INC000000374019	Kerry Herrmann	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11

INC000000374026	Bill Starks	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Person	Category	Type	Item			TIR Missed	TIR	
INC000000374028	Koral Vasquez	None	None	None			No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374030	Koral Vasquez	None	None	None			No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374031	Giselle Jackson	None	None	None			No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000374052	Michael Nixon	PC/Laptop	Hardware	None			No	TIR:	0.29
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.70
INC000000374109	Gina Stavros	None	None	None			No	TIR:	0.00
	Metro D Help Desk	John Robinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374110	Kathleen Leiker	None	None	None			No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374111	Kathleen Leiker	None	None	None			No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374129	Koral Vasquez	None	None	None			No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374131	Dean Godfrey	Network	Password	Novell Client for 32-bit Windows			No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374170	Sterling Marx	Network	Error	Novell Client for 32-bit Windows			No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.35
INC000000374182	Natalie Henderson	PC/Laptop	Hardware	None			No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000374186	Norman Keith	Application	Error	Utah Works			No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.31
INC000000374188	Colleen Johnson	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio			No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000374189	Kyle Preston	None	None	None			No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000374191	Colleen Johnson	Application	Error	PGP			No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000374193	Colby Hargis	PC/Laptop	Hardware	None			No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.10
INC000000374196	Leslie Judd	PC/Laptop	Hardware	None			No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07

Workforce Services

INC000000374198	Sev Kubota	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000374205	Junie Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00